

control



efficiency



sustainability



Understanding Brother's Managed Print Services

brother.co.uk/mps

Why choose Brother MPS?

Brother offers comprehensive yet flexible Managed Print Services (MPS), built around the specific needs of your business. At the core of our offering is our “At your side” support. It means we do everything we can to ensure your business has an effective MPS that benefits your business every day – and we’re on hand to help when you need us.

Choosing Brother for your MPS helps you reduce the cost and complexity of business printing. Leaving the management of your fleet to us frees up your time and staff resources, and having the option to lease equipment helps to eliminate capital expenditure.

What your business gains from Brother MPS

Control

Gain greater visibility of printer usage across your business, identify opportunities to optimise your print infrastructure, and regain control of print-related expenditure. Combining award-winning hardware, innovative software features and unbeatable service levels, designed specifically to meet your business needs, Brother MPS puts you back in control of everything from cost to wastage.

“We wanted a solution that was robust, reliable and offered us very cost-effective printing, but which also had support mechanisms from both our supplier and the manufacturer. Brother had the best solution. The installation process was seamless and Brother went above and beyond what we would expect.”

Steve Ford
Strategic ICT Manager
Helsby High School

Security

As part of your organisation-wide print assessment, we can identify print and Internet Protocol (IP) security risks you may be facing. We’ll then build an MPS that helps to mitigate risks with a tailored security plan. This can include everything from restricting functionality and PIN-protected printing to enterprise-level encryption and workflow solutions.

Brother devices have a range of integrated security functions designed to combat cybercrime, including SSL encryption – the same technology used in e-commerce to protect bank and credit card details – which protects documents containing sensitive information that are sent across networks to be printed.

While your printing is vulnerable, your entire IT environment is vulnerable. By failing to tackle these potential weak spots, your business could be in danger of breaching data privacy and security legislation.



Efficiency

Brother's MPS offers a thorough audit of your current print setup to identify inefficiencies and potential efficiency gains. We design a printing infrastructure that provides the printing volume capacity and printer availability your organisation requires, complemented by streamlined workflow solutions. Automated service and toner alerts ensure you can focus on your day-to-day business safe in the knowledge that Brother is taking care of your print requirements.

“The quality of Brother's service has been second to none. We never receive any complaints about printing from our staff and – when you consider that we now print more than 20 million business-essential documents per year around the country – that's an impressive achievement.”

Colin Kendrick
Head of IT
Day Lewis Pharmacy

Sustainability

MPS puts you in a great position to reduce your carbon footprint by helping you monitor and improve paper, power, consumables and space wastage. To boost your green credentials even further, we can include consumables collection and recycling as part of the service and in addition, can provide you with a Supplies Recycling Partner certificate detailing how much waste has been diverted from landfill through recycling your empty toner cartridges.

In 2015 Dartford & Gravesham NHS Trust and Day Lewis returned around 5,000 cartridges. These have been recycled, ensuring they didn't end up in landfill.



Our approach to MPS

It all begins with a consultation with Brother MPS specialists to establish your needs and challenges. This is split into three phases: **Assessment**, **Transition** and **Optimisation**. Each phase has a number of service options that will enable a solution designed specifically to your needs.

01 Assessment Phase:

Designing your perfect Managed Print Service

The Assessment Phase is focused on understanding your business needs and users' printing habits. The goal of this is to design a sustainable, optimised, customisable solution, which ensures the right printers are in the right place throughout your business. We'll carry out a rigorous asset audit, assessing user productivity and current printing fleet infrastructure.

This audit will investigate elements like Total Cost of Ownership (TCO), security requirements and print policies, user productivity and printer utilisation, and CSR policies and sustainability goals. Ultimately, we'll use this to develop a solution specific to your needs that will maximise efficiency and minimise hidden costs, resulting in a more balanced approach.

02 Transition Phase:

Putting everything in place

We understand that company-wide IT change can be a minefield for potential issues and introduction of risks. We have developed an exceptional suite of services in our Transition Phase to ensure your switch to Brother MPS is smooth, efficient and free from such risks.

Using Prince-2 qualified project managers, we cover everything from delivery and installation to configuration and implementation, training staff and providing associated materials. We'll also safely dispose of your old devices to current legislative regulations, and integrate MPS service desk processes with your own service desk. This results in an extremely well managed project and a smooth operational changeover to your Brother MPS for everybody in your organisation.

03 Optimisation Phase:

Making sure everything works perfectly

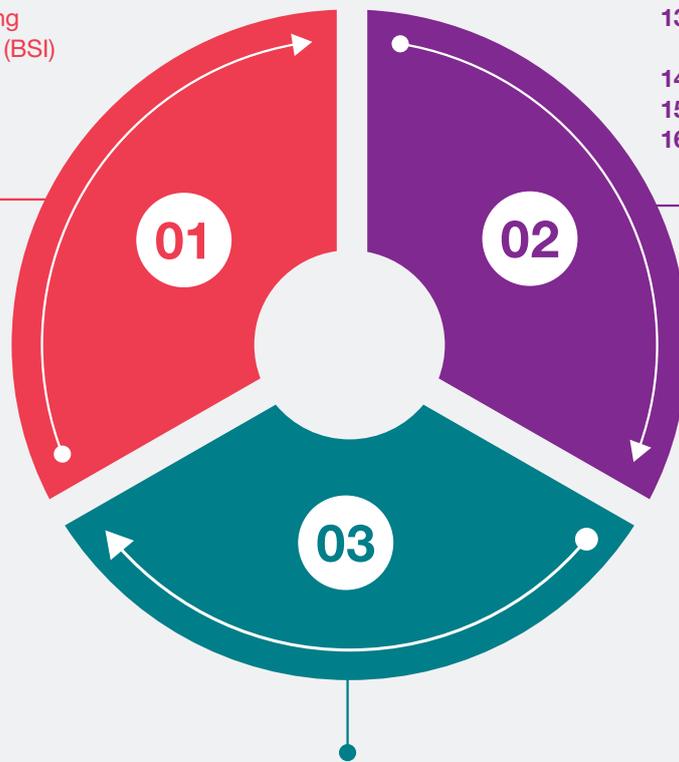
Optimisation is about ensuring everything is the best it can be. It involves preventative and reactive support from Brother. As part of our periodic business reviews with you, our ITIL qualified Service Delivery Managers (SDM) review day-to-day operational demands and requirements. SLA performance management and strategic developments within your organisation, as well as Brother, will be discussed so we can prepare to flex with you. Continually assessing device availability, capacity and utilisation with your SDM will establish if your MPS is working as well as it can for you, even as your needs change. This is all part of how we consistently assess your needs and ensure your MPS is as fresh at the end of contract as it was at the beginning.

01 Assessment:
Designing the perfect
Managed Print Service

- 01 Standard Device Assessment
- 02 Advanced Device Assessment
- 03 Solution Design
- 04 Software Selection
and Customisation
- 05 Software Development using
Brother Solutions Interface (BSI)
- 06 Device and Software Trial
- 07 Contract Type Selection
- 08 SLA Design

02 Transition:
Putting everything
in place

- 09 Project Management
- 10 Communications Management
- 11 Hardware Delivery
- 12 Device Configuration
and Implementation
- 13 Software Configuration
and Implementation
- 14 Device and Software Training
- 15 Administrator Training
- 16 Device Disposal Service



03 Optimisation:
Making sure everything works perfectly

- 17 Break and Fix Support
- 18 Brother Software Maintenance Support
- 19 Dedicated MPS Service Desk
- 20 Automated Supplies Ordering
- 21 Consumables and Supplies Management
- 22 Supplies Recycling
- 23 Periodic Reviews
- 24 Assessment for Continuous Improvement



Assessment Services

Designing the perfect Managed Print Service

01 Standard Device Assessment

Our Services and Solutions team will conduct a thorough professional review of your devices. We'll look at your printer estate data to determine the best fit replacement printer models for your business and unearth any financial and operational gains we can. This service covers up to five locations and 50 devices.



BROTHER WILL
**DEVELOP A
PROPOSAL FOR
HARDWARE,
SOFTWARE AND
SERVICES**
BASED ON YOUR
UNIQUE NEEDS

**Bespoke.
Specialist.
Functional.
Customisable.
Collaborative.**

02 Advanced Device Assessment

This is a fully project-managed auditing service. Using the service options below, we will provide you with a complete view of your current printing infrastructure, in order to obtain an effective solution and design a service that meets your needs.

02A Custom Asset Audit

A bespoke asset audit that gathers information of printing devices in sample locations, in order to uncover the total printing demands of your organisation.

02B Full Asset Audit

A project-managed forensic audit of all printing devices using our specialist Audit Manager and Auditors. You will receive a complete asset register containing model number, serial number and location, operational status and meter reading reports.

02C User Survey

A web-based user survey to see how people print and how their experience can be improved. Feedback is gathered through supplier surveys, employee satisfaction surveys, 360 feedback and readiness and preparedness surveys. It offers valuable insight into the expectations and needs of internal and external stakeholders.

02D Device Fate Reports

This will determine whether your current devices will be left in situ, redeployed elsewhere or disposed of. The report shows the 'before and after' of your assets plotted on floor plans.

02E User Consultations

Our Services and Solutions team consult with your Heads of Department on proposed solution designs for their area. Your team will have final sign-off for their own individual departments.

03 Solution Design

Once we've gathered all the relevant feedback and information, we'll develop a proposal for hardware, software and services based on your unique needs, implementation milestones and Service Level Agreements (SLA). Created with your key stakeholders, it will involve pre-sales technical consultancy, an implementation plan and service delivery design.

03A MPS Print Service Design

We'll create clear service processes for incident, problem, escalation, consumables and change management to clearly define operations for all stakeholders. Change management processes comprise installation, moves, additions, changes and disposals (IMACD). All processes will be contained in an operations manual provided for all triage stakeholders.

03B Print Policy Design

We'll work hand-in-hand with you to create a robust print policy designed to cut costs and waste. You can set up business rules within your printing infrastructure and tailor them for specific users. This policy will be the basis for device and applications configurations.

Assessment Services

04 Software Selection and Customisation

To ensure you have the functionality you need, our Services and Solutions team will suggest a variety of software options. This can include data collection agents, print management applications, mobile printing applications and scanning applications. If needed, we can customise applications to your specific requirements, including document management, workflow and content management applications.

05 Software Development using Brother Solutions Interface (BSI)

Brother Solutions Interface (BSI) is a platform that helps your developers and system integrators easily create or add solutions to enable extra functionalities on BSI-supported devices. This could be custom messaging for users, or solutions that enhance printing and scanning control. Our Services and Solutions team will be available to offer "At your side" development and project support.

06 Device and Software Trial

This is your opportunity to trial devices at selected locations to ensure product and software functions work as required and are fit for purpose. Our Services and Solutions team will work with you to determine User Acceptance Testing (UAT) criteria and report on the final outcome.

07 Contract Type Selection

We offer a variety of contract types to suit the way you work, regardless of whether your printers are network connected or not. Depending on which payment plan you choose, you can include service and consumables or just consumables on their own.

Typical contracts are for three to five years, and there are a number of ways to pay:

Lease and Click:

Pay a base rate for the lease of devices and pay per page for your printing.

Purchase and Click:

Buy your devices outright and pay per page for your printing.

Level Pay:

Add existing Brother devices and pay a fixed fee per quarter based on a pre-determined quantity of consumables, with yearly reviews.

08 SLA Design

We'll consult and collaborate with you to design an effective operational SLA. Non-standard SLA requirements can be provided through technical solution design and/or operational services design. Customer flow down terms and conditions can be negotiated.

Consult & collaborate





Transition Services

Putting everything in place



09 Project Management

To ensure your transition goes smoothly, we'll manage and mitigate the risks using Prince 2 project management methodology, project controls, training and communication. We'll design a project plan to ensure a seamless integration, initiate it with all stakeholders, implement it to key milestones and close the project with customer sign off and handover to Service Delivery Managers.

10 Communications Management

Everybody should be fully informed and ready for change, so we'll provide dedicated resources to design, supply and deliver end user communications. This can consist of desk drops, emails, presentations, posters and even information desks in highly populated areas.

**Seamless.
Unique.
Collaborative.
Coordinated.
Supportive.**

11 Hardware Delivery

Free delivery usually involves a reseller delivering a small quantity of devices to you, independently of Brother.

11A Non-standard Hardware Delivery

We'll build a delivery plan around your unique needs and circumstances. This is typically used for project-based, large-scale implementations, and considerations can include:

- drop size
- single drop or multi drop
- geographical locations
- road and building accessibility and parking restrictions
- time of day
- scheduled delivery times
- specific security processes and procedures
- special handling requirements
- box or device labelling requirements
- pre-delivery configuration.

11B Device Storage/Local Logistics

If storage is a problem, we can provide an intermediate device storage location and local logistics services to help with your enterprise rollout. You can also use the same location and logistics for hot-swapping or replacing devices.

12 Device Configuration and Implementation

To save you time and hassle, a Brother-accredited installation partner will pre-configure, implement and install hardware. Our pre-sales technical consultants will also implement data collection agents and print management software and liaise with your third-party and legacy systems providers and incumbent IT providers to enable effective change management.

12A Standard Installation

We'll use Brother-accredited installation partners to install your devices in mainland UK within normal working hours. We will also remotely install our data collection agent to capture alerts from all of the devices in your new MPS.

12B Non-standard Installation

If there are additional parameters to consider, such as installation outside working hours or third-party involvement, we can arrange for non-standard installation.

12C Third-party Installation Management

If third-party and legacy systems providers are integral to your solution installation, Brother will collaborate and coordinate with them to ensure everything happens in line with the project plan.

12D Installation of Printer Drivers and Server Topology

Our pre-sales technical consultants will determine the scope of your print driver requirements and how best to provide them to users. We'll assess the topology of your print servers, so we can understand how best to install drivers and provide break/fix support and SLAs.

PRINCE 2 PROJECT MANAGEMENT METHODOLOGY

Transition Services

13 Software Configuration and Implementation

We'll provide pre-sales technical consultants to remotely install a Brother data collection agent – the software that helps your MPS keep us informed of usage and consumables requests.

13A On-site Installation of Software Applications

If you'd prefer to have people on-site, we can provide pre-sales technical consultants to support the installation, training and configuration of data collection and print management software. This helps your incumbent IT provider to triage incidents and can assist in enabling your print policy.

14 Device and Software Training

Green-button training for any of your members of staff who are present at the time of installation.

14A Non-standard User Training and How-to Guides

For a more bespoke solution, we can fit end user training around your individual circumstances, including creating hard and soft copy 'how-to' guides for each printer.

15 Administrator Training

Up to four hours of training for any systems administrators who are present at the time of implementation.

15A Technician/Administrator/Helpdesk Training

Delivered on-site or at Brother's head office in Manchester, we'll provide bespoke training designed to meet your individual needs.

16 Device Disposal Service

To guarantee that your old devices are properly disposed of, we'll design a device disposal plan that complies fully with current legislative regulations. This service is planned in consultation with your team and is generally aligned to the new device installation plan to reduce costs and support effective change management.

“Each function across the business has its own risks. I use my skills as a project manager to identify and understand those risks to ensure they can be mitigated. Reporting on everything is key but making it as simple as possible for the customer is critical. It's like being the conductor of an orchestra, keeping all the moving parts in play to deliver the project on time and within budget.”

Andrea Finan
Project Manager
Brother UK





Optimisation Services

Making sure everything works perfectly



**Cost-effective.
Supportive.
Dedicated.
Bespoke.
User-centric.**

17 Break and Fix Support

With our standard break and fix support, you get access to a Brother portal to register service requests. Both this portal and your telephone support is managed by Brother, so you can have full confidence you'll get the best advice. If on-site repairs are needed, we will despatch a Brother-accredited service agent who will use original Brother parts. This is the most cost-effective way to obtain Original Equipment Manufacturer (OEM) service and parts.

Our standard break and fix support SLAs are:

- four-hour telephone response triage with Brother UK
- next business day on-site fix
- 95% uptime
- mainland UK
- between the hours of 9.00am to 5:30pm Monday to Friday, excluding UK public holidays.

17A Non-standard Break and Fix Support

Our non-standard break and fix support allows you to create bespoke SLAs for the above support services that are more suited to how you do business:

- bespoke telephone response triage with Brother UK
- bespoke on-site fix time
- bespoke uptime target
- UK and European cover
- between the hours required seven days per week.

This is the most cost-effective way to obtain enhanced OEM service and parts.

18 Software Maintenance Support

Our software maintenance support combines software assurance through telephone support, and software maintenance through free downloads, to ensure your data collection agent software is always up to date and downtime is minimised.

18A Software Support

Bespoke software break/fix support for applications that we provide as part of your solution design. You'll have access to a Brother portal to register a software incident. Our own specialists or Brother-accredited service partners will remotely repair your faulty software.

Standard SLAs are:

- four-hour telephone response triage with Brother UK
- remote access to be made available to Brother UK and Brother UK partners as required
- 95% uptime
- mainland UK
- between the hours of 9.00am to 5:30pm Monday to Friday, excluding UK public holidays.

19 Dedicated MPS Service Desk

When we say we're "At your side", we mean it. So, we provide you with a dedicated service desk to support all queries on consumables orders. Our standard SLAs for this service are:

- four-hour telephone response triage with Brother UK
- 95% service desk uptime
- mainland UK customers
- between the hours of 9.00am to 5:30pm Monday to Friday, excluding UK public holidays.

19A Non-standard Dedicated MPS Service Desk

We can configure our MPS service desk to your exact requirements to ensure you have the support you need. Features include, but are not limited to:

- maintaining a configuration management asset database
- managing silent devices
- capturing meter readings
- incident management
- problem management
- escalation management
- change management
- queries associated to consumables orders.

As the service is bespoke, we can also provide non-standard SLAs:

- bespoke telephone response triage with Brother UK
- bespoke uptime target
- UK and European cover
- between the hours required seven days per week.

**WE CAN
CONFIGURE OUR
MPS SERVICE
DESK TO
YOUR EXACT
REQUIREMENTS**

Optimisation Services

20 Automated Consumables Ordering

Our special data collection software will constantly monitor your fleet of printers for low toner and consumable alerts. When more toner or consumables are needed, the software will trigger a request to us. Replacement consumables will then be shipped direct to your printer location meaning you can focus on your business, rather than worrying about printer downtime.

21 Consumables and Supplies Management

We'll design a bespoke consumables delivery and storage process that aligns to your exact operational requirements. For example, bulk deliveries of consumables to a designated location for customer distribution.

22 Consumables Recycling

We make it as easy as possible to recycle your used consumables. We'll give you a freepost label to return used consumables to us and we'll ensure they're all recycled in accordance with current legislative regulations.

22A Non-standard Waste Management

Brother will supply a recycling box to store used consumables in. Once the recycling box is full, we'll arrange collection and provide a replacement recycling box. Information on the number of used consumables recycled and material saved from landfill can be included in your business reviews, so you know your exact impact on the environment.

23 Periodic Reviews

We want you to be completely satisfied with your MPS. Our Service Delivery Manager will attend quarterly business review meetings covering day-to-day business operations, tactical responses and strategic developments. We'll provide reports detailing your MPS assets, capacity and utilisation, as well as top printing sites and overall printing capacity – with the aim of ensuring your plan is the best one for your business. We'll also focus on incident management to determine whether we're meeting our agreed SLAs. This covers availability management, fault reporting, break/fix SLA performance, problem and escalation management. Change management for the period and silent device management is also reviewed, along with consumables fulfilment and CSR waste management processes.

23A Utilisation Monitoring and Reporting

If you need additional detail in your quarterly business reviews, we can include user-centric and departmental usage reporting by implementing additional management application software. Our Services and Solutions team will enable the installation and service support of this software.

23B Non-standard Bespoke Invoicing and Financial Reporting

If required, we can also offer you bespoke invoicing and financial reporting. Requirements will be determined by our Services and Solutions team prior to sale.

24 Assessment for Continuous Improvement

Continuous improvement is important in MPS. It enables us to deliver a print package that meets the changing needs of your organisation. Typical scenarios for our continuous improvement service include, but are not limited to:

1. Proactive support in managing your current Brother assets' lifecycles.
2. Information on new and emerging Brother technologies that complement your business strategy.
3. Pre-sales technical consultancy advice supporting technical developments within your business.

QUARTERLY
REVIEWS
ENSURE YOU'RE
**COMPLETELY
SATISFIED**



Our MPS success stories



Helping Helsby High School reduce costs by 40%

The Challenge:

Helsby High School faced spiralling print costs, with an inefficient network of more than 100 printers of various ages and brands that required it to hold stocks of numerous different cartridges.

The Solution:

To gather a holistic view of the school's requirements and deliver a robust solution, we carried out a complete assessment of the Helsby High School print network. We then cut the school's print fleet from over 100 to just 52 high-speed mono and colour printers. We also installed our print management software, which provides a real-time audit trail of all print activity, giving IT administrators complete visibility over printing and costs.

The Results:

A 40% reduction in staff print costs with automated supply delivery that saves space, time and printer downtime. Optimised efficiency, premium print quality and unrivalled technical support.

“Brother were able to meet all the demands that the school had in terms of reliability, speed and the overall service. They are a perfect partner for the school.”

**Steve Ford
Strategic ICT Manager
Helsby High School**



Helping the UK's largest pharmacy chain save £100,000 per year

The Challenge:

Day Lewis is one of the largest independent pharmacy chains in Europe, with 2,800 staff and more than 300 pharmacies. Following the introduction of the government's electronic prescriptions service in 2012, the volume of printing required in its pharmacies increased dramatically, to around 5,000 prints per month per store on average.

The Solution:

Day Lewis appointed Brother to implement Managed Print Services and take over the management of its print function, including hardware, consumables and all support services. Brother's installation teams deployed 360 printers in pharmacies across the network over just six weeks. As part of this process, Day Lewis staff were also given hands-on training to ensure a smooth transition.

The Results:

Brother tracks the status of every printer in the network remotely, and automatically sends out consumables and maintenance support engineers as and when they are needed. This has led to 99% uptime for printers during five years of operation, almost 50 million pages printed and 4,500 toners replaced. As well as a 20% saving on print costs across the business, more than £100,000 per year has been saved by removing the need for an internal support function.

99%
uptime for printers
during **five years**
of operation



Start building your Managed Print Service now

If you'd like to experience the benefits that Brother MPS could bring to your business, get in touch with your Brother Client Manager or find out more at

www.brother.co.uk/mps

**We look forward to
helping you create your
perfect print solution.**



brother
at your side

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