

# BROTHER MANAGED PRINT SERVICE



DCP-9055CDN

For further information please visit our website  
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## Case Study Ercall Wood Technology College



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### Challenge:

To save costs, improve efficiencies and control print volumes more effectively.

### Solution:

Ercall Wood introduced Brother's Managed Print Service and operate 10 Brother printing devices on the service.

### Benefit:

They have seen a reduction in print costs, paper usage and admin time, whilst improving support and management reporting of print usage.

“ Brother's MPS service really helps us to manage our print costs. We can see how much we spend on print in each department, on mono and colour printing - we can even predict expenditure, which is helping some departments budget more efficiently. We now only pay for the pages we print and we are invoiced quarterly, which makes it easier for us to manage our cash flow. Plus, we save time and money thanks to a more efficient administration and support service. We no longer have to order and stock toners ourselves, which was quite a labour intensive process, we simply go onto the Brother web portal to order and the toner arrives the next day. It's just made everything really easy. ”

Matthew Cooke, IT Technician  
Ercall Wood Technology College



## Overview of customer and their challenges

Ercall Wood Technology College is a large open access comprehensive school offering a technologically rich curriculum to approximately 680 students in Telford. As a high volume print user, Ercall Wood wanted to introduce a print management strategy to help them save costs, improve efficiencies and control print more effectively. Matthew Cooke, IT Technician at Ercall Wood explains, "We'd been using a managed print service with another provider to try and reduce our printing costs but it wasn't really working out. We had to pay up front for print usage and if we didn't print 125,000 pages per annum further costs were applied. When Brother explained how their Managed Print Service worked, it was just what we needed."



## Brother's Solution

Ercall Wood Technology College migrated some of their printers onto Brother's Managed Print Service. The programme allows Ercall Wood to lease the hardware and only pay for the pages they print with no penalties for minimum volumes. The MPS programme provides Ercall Wood with an overall package including installation, training, service and access to a web portal to make it easy to manage their print devices.



"Brother's Managed Print Service is perfect for our college. We are heavy print users and it has helped us manage our print more effectively. Brother have recommended the best printers for our needs and we have now reduced costs, cut back on administration time and have a much better support service. Plus, we simply pay for what we print, without incurring any penalties unlike our previous contract."

ERCALL WOOD TECHNOLOGY COLLEGE  
EXCELLENCE THROUGH CHALLENGE & INITIATIVE

Matthew Cooke, IT Technician Ercall Wood Technology College

## Conclusion

Ercall Wood have been so pleased with Brother's MPS service that 10 of the 33 printers they have on site are now leased through the programme.

Matthew said, "Brother's MPS service really helps us to manage our print costs. We can see how much we spend on print in each department, on mono and colour printing - we can even predict expenditure, which is helping some departments budget more efficiently."

Ercall Wood have already seen a reduction in print costs and paper usage, Matthew continues "We now only pay for the pages we print and we are invoiced quarterly, which makes it easier for us to manage our cash flow. We've already saved £200 on one of our colour laser printers alone, and we save time and money thanks to a more efficient administration and support service. We no longer have to order and stock toners ourselves, which was quite a

labour intensive process, we simply go onto the Brother web portal to order and the toner arrives the next day. I no longer have to manually enter the number of pages we print like I had to do with other systems, Brother collects the information automatically from our printers every day. It's just made everything really easy."

As well as the fantastic cost benefits of the system, Ercall Wood have benefited from an improved support service. Matt explains, "If we have any problems I simply log a fault and Brother will respond within 4 hours, although in our experience it is much quicker. Their support team are very helpful and if something can't be resolved they will replace the part."

At the end of the contract Ercall Wood can choose to renew their contract and Brother will refresh their printers with newer models and recycle their old.