

MPS sales programmes

brother.co.uk/mps



Printing requirements are changing. Your offer needs to adapt

More and more customers are looking to consolidate the number of suppliers they work with. Our Managed Print Service (MPS) solutions are designed to let you maximise the opportunities this brings. By helping you offer a comprehensive range of services that can meet all of your customers' different needs, we ensure you deliver more to their business and lock out the competition.

According
to a study
conducted by
Quocirca*



82%

of the interviewed companies
choose an MPS solution
because the programme
is easy and safe to use.

80%

of the companies have
seen an improvement in
terms of quality of service.

78%

of the companies have
found an increase in
operational efficiency.



*Source: Quocirca MPS Vendor Landscape, 2017. Study of more than 240 companies having more than 500 employees using the Managed Print Services (MPS) in the UK, France, Germany and the United States.



Why choose Brother Managed Print Solution?

Brother offers a comprehensive yet flexible MPS solution, built around the specific needs of your customer.

Our flexible, modular approach gives you the choice of a range of MPS enabled hardware, optional solutions and support services - all of which slot in perfectly to your own offering. Whichever you choose, you get the same support and opportunities to maximise your revenue.

Let's define, based on your needs and capacity, the MPS programme that suits you and your customer's expectations.

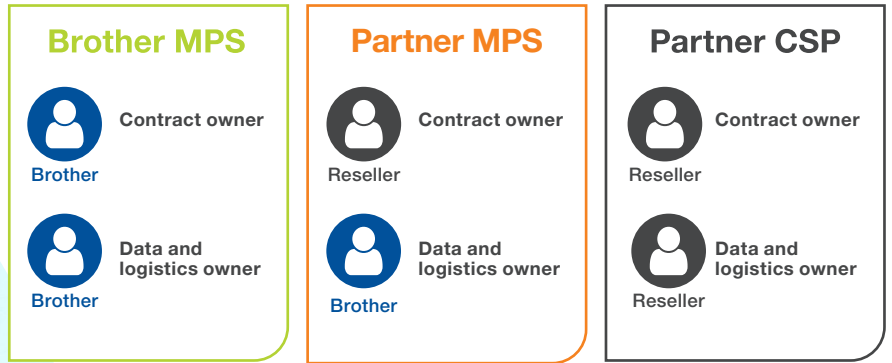
**Brother
MPS**

**Partner
MPS**

**Partner
CSP**

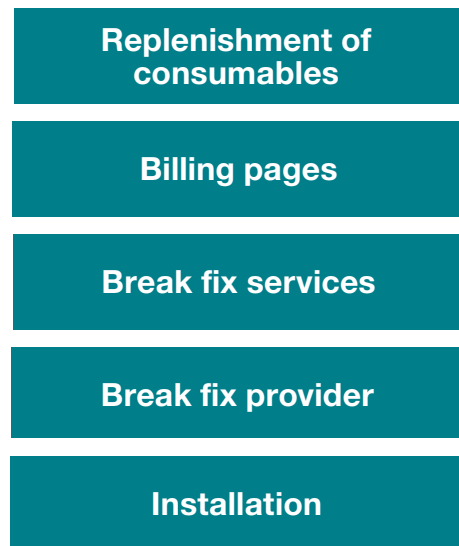
1

How it works



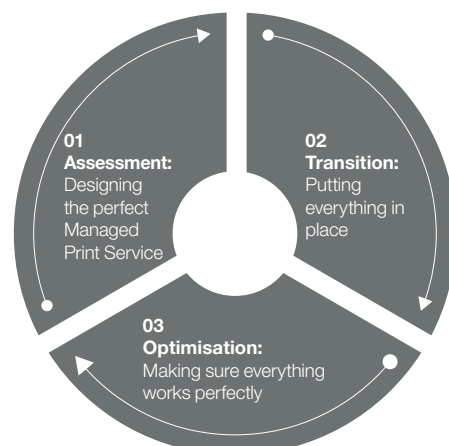
2

Programmes to manage your MPS strategy



3

Simple steps to create your personalised offer



To help you build your proposal, use the interactive tool designed for you. Download the material from MPSZone on BrotherZone or contact your Brother account manager.

1

Identify the best sales MPS programme

According to your needs and capabilities, Brother provides you a tailored solution.

Whether you are a generalist or a specialist reseller, and depending on printing activity in your overall business, Brother supports your needs for managed printing solutions.

Let's take a look at your needs and capabilities according to two key parameters, and determine the most appropriate MPS programme:



Brother



Reseller

The contract owner: keeps a direct relationship with the customer, controls all stages of contractualisation with the customer owner, manages level one interventions and direct billing.



Brother



Reseller

The data and logistics owner: has the ability to produce a cost per page, collect information related to billing, logistics and maintenance, manage the delivery of consumables to the customer.

Brother MPS



Contract owner



Data and logistics owner

You want to engage in the MPS process but you are not sure how?

This cost-per-page programme, fully managed by Brother, allows you to easily meet the needs of your customers in one click.

Partner MPS



Contract owner



Data and logistics owner

You want to control the details of your contract and keep the direct relationship with your client?

Brother uses a cloud-based Data Collection agent to provide automated supplies management to your end user customers. We can also add break/fix service too, if desired.

Brother invoices you for all clicks that your MPS customers consume. You then invoice your end user customers, giving you the freedom to set margins and create bespoke invoices if required.

Partner CSP



Contract owner



Data and logistics owner

You are equipped and experienced in both parameters?

We'll supply you with hardware and consumables that you can distribute and manage within your own MPS contracts. You take ownership of all aspects of contract management, including consumables replenishment, logistics, service support and invoicing.

We know data privacy is important to you, which is why we don't request your end user customers' details – we're just here to support you.



2

Choose the settings of your programme

Depending on your operating set up and the expectations of your customers, adjust the programme as required.

Replenishment of consumables

Set the consumables replenishment mode: automatic or on demand.

Billing pages

Choose the billing method adapted to your customer needs: the actual consumption or with a commitment on a minimum of pages per month.

Break fix services

Brother MPS service packs: 3, 4 or 5 years depending contract length.

Break fix provider

Delegate maintenance to Brother or manage it yourself.

Installation

Opt for the installation package and let Brother do the deployment, login and first-level training or install it yourself.



3 Customise your offer

For every printing opportunity, Brother offers you a tailored solution.

In order to optimise the integration of printing with your customer, Brother provides a full suite of Brother services.

- Device assessment
- SLA design
- Solution design
- Project management
- Device disposal service.

Let's identify together the needs and complete the project.

Brother helps you at every stage of your project:



Designing your perfect Managed Print Service Assessment phase

We'll carry out a rigorous asset audit, assessing user productivity and current printing fleet infrastructure. We'll use this to develop a solution specific to your customers needs which will maximise efficiency and minimise hidden costs, resulting in a more balanced approach.



Putting everything in place Transition phase

Using Prince-2 qualified project managers, we cover everything from delivery and installation to configuration and implementation, training staff and providing associated materials resulting in a smooth operational changeover.



Making sure everything works perfectly Optimisation stage

Brother will work with you throughout the duration of the contract, continually assessing device availability, capability and utilisation to ensure that your customer is as happy at the end of the contract as they were at the beginning.



For more information, please contact your Brother account manager

brother
at your side

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