Brother MPS +

brother.co.uk/mps

A customisable programme for bespoke printing requirements

Cover all of your customers' printing needs with a cost-per-page programme managed by Brother.

Brother MPS + is a **customisable programme** that allows you to deliver against varied and complex customer needs, with the support of a dedicated, expert project team and a catalogue of professional services.

This fully managed Brother programme covers equipment and deployment needs of 10 or more units and includes:

- Bespoke services and solutions design
- Document management and workflow solutions
- End to end project management and implementation services
- Dedicated service delivery management and reporting.

The Brother MPS + programme is entirely managed by Brother.

Brother provides the contract, manages interventions and bills the customer.

Brother provides all the management tools you need to set up an MPS + solution including: Data collection agent and system related to billing, logistics, maintenance. Brother manages the delivery of consumables to the customer.

Brother MPS +

By choosing the MPS + sales programme you benefit from:

- **A wide choice of reliable products[1],** including A3 and customisable paper handling options
- **'At your side'** support from Brother's specialist teams
- **Online monitoring of equipment** from your web portal
- **Automatic delivery of consumables to your customers**
- **Direct invoicing from Brother to your customer**
- **Increased customer loyalty**
- **Guaranteed commission over the course of the contract.**

[1]Product reliability recognised by independent laboratories (awarded by Buyers Lab Awards).

Customer benefits:

Control
Greater control of their print infrastructure with full visibility of print costs so there's no hidden costs or surprises.

Security
Security is a major concern for businesses and it's crucial that any print solution is designed with robust measures in place to keep data safe. Our professional printer range puts secure print first. Businesses are protected at the network level and are designed to allow the sharing of documents with confidence. There's also the option of PIN and ID Card-protected printing to ensure printouts don't fall into the wrong hands, and Secure Function Lock to allow better control of print environments by restricting certain capabilities to specific users.

Efficiency
Never run out of toner again, as we will automatically deliver supplies just when they're required, reducing downtime and maximising productivity.

Sustainability
Lowering their carbon footprint by reducing paper, power and consumables wastage. Boost their green credentials even further, with consumables collection and recycling.

Elements of the programme	Reseller	End user customer
Signatory of the contract	Brother contracts directly with end user customer	Brother contracts directly with end user customer
Billing and commissions	Brother pays commissions to the reseller	Brother invoices the end user
Contract duration	3, 4 or 5 years	3, 4 or 5 years
Supplies fulfillment	Brother	Brother
Automatic supplies platform	Brother	Brother
Supplies information	Brother	Brother
Brother MPS portal	This portal, provided and administered by Brother, is an online platform that provides resellers with an overview of their MPS contracts and options, including: • Equipment eligible through the programme, • Ability to add customers details (necessary for the hardware connection, supply of consumables and billing of pages and services) • Reporting mode • Customisation available including reseller logo insertion and user profile creation	This portal, provided and administered by Brother, is an online platform that provides end user customers an overview of their MPS contract: • Details of their managed devcies • Billing/invoices • Review consumables shipped • Ability to request service support when required (if Brother Service selected)
Proposal and contract	Manually generated by Brother	Manually generated by Brother

Contract parameters

Replenishment of consumables	Automatic delivery of consumables to devices connected to a network
Billing pages	Brother bills end user customer by quarterly invoice, Billing based on cost per page x pages printed or minimum volume commitment of pages per month plus any additional run on pages above the minimum volume commitment
Brother break fix services	Brother MPS service pack: This benefit covers: • Onsite service engineer • Spare parts inclusive throughout the duration of the contract • Break fix services provided by Brother, 4 hour telephone response and next day on site service, Monday to Friday 9am to 5:30pm mainland UK • Bespoke enhanced service level agreement can be negotiated
Break fix provider	Brother or reseller. If the reseller has the status of Authorised MPS Service Partner, they will be able to carry out the maintenance
Installation	Installation can be performed by Brother or reseller To be performed by Brother, the installation pack must be selected within the web portal If the installation is to be performed by Brother the installion pack must be selected in the web portal

Hardware

Equipment	New or used hardware (see portal for available models) Mono and colour, A4 and A3 single and multifunction printers Connectivity: Wired or wireless network connection

Service pack

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

brother
at your side

brother.co.uk/mps