brother at your side

Partner MPS

brother.co.uk/mps

A simple and flexible MPS programme designed to meet your requirements

Deliver a complete managed print solution that allows you to incorporate your own existing services

Brother provides a flexible, modular approach that gives you the choice from a range of MPS enabled hardware, optional solutions and support services.

Through our intuitive web management portal you can:

- Sell managed print services to your customers
- Create agreements for your customers quickly and easily
- Enlarge your service offering without investing in systems or infrastructure
- Lock out the competition, meet all of your customers' print needs and add value by selling print as a service.

In the Partner MPS programme:

You prepare a contract for the customer, manage service interventions and raise invoices.

Brother provides a cloud-based Data Collection Agent (DCA) to provide automated supplies management to your customer and Brother invoices you for all clicks that your customers consume.

Partner MPS

By choosing the partner MPS programme, you benefit from:

- **A wide choice of Brother printers**[1], including A3 and customisable paper handling options

- **The autonomy to create your own contract with the customer**

- **How you invoice the customer, install the hardware and manage the service elements is up to you.**

- **A team of Brother experts** offering support from pre-sales consultations to project management and maintenance.

- **Online monitoring** of devices from your web portal

- **Automatic supplies replenishment** provided by Brother and sent directly to your customer

- **Increased customer loyalty** with a simple and flexible solution

- **Reveue opportunities** 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 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 recycling.

Elements of the programme	Reseller	End user customer
Signatory of the contract	Reseller signs a Brother partner Cost Per Page agreement	Contract between the reseller and the end customer
Billing	Brother bills reseller	Reseller bills end user customer
Contract duration	3, 4 or 5 years	3, 4 or 5 years
Supplies shipping	Brother	Brother
Automatic supplies tool	Brother	Brother
Supplies information	Brother	Reseller
Web portal	This Portal, provided and administered by Brother, is an online platform that provides resellers 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 • Request customer user access to the portal.	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 devices • View usage volume • Review consumables shipped • Ability to request service support (if purchased).

Contract parameters

Replenishment of consumables	Brother delivers supplies to the end user customer Low toner alerts are collected from devices connected to brother cloud
Billing pages	Brother invoices the reseller for clicks consumed monthly in arrears 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
Break fix services	Break fix service provided by Brother, 4 hour telephone response and next day onsite service for any request placed before 12 pm MPS Service Pack: «On Site Service and Technician Repair». This benefit covers: • Onsite service engineer • Fix device or replace • Including spare parts throughout the duration of the contract
Installation	Installation is carried out by Brother or reseller If the installation is to be performed by Brother the installation pack must be selected within the web portal

Hardware

Equipment	New or used hardware (see portal for available models), Printers and MFPs, monochrome and colour, A4 and A3 eligible for the programme and viewable on the Brother MPS Portal Connectivity: Wired or wireless network connection

Service packs

MPS service pack	Enhanced service pack is available upon request

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