

Brother print solution is transformational for travel club



Managed Print Service saves up to £45,000 for Caravan and Motorhome Club



Overhaul for inefficient print network

The Caravan and Motorhome Club has 350,000 membership households and operates 162 sites across the UK. Each of these sites needs to print booking confirmation forms and receipts for members when they arrive.

Due to the group's organic growth over many years, sites were still using different printers and separate fax machines, creating group-wide inefficiencies. Head office had no oversight of print budgets or the many different supplies required to keep the fleet operational. This made it virtually impossible to control print spend or identify where savings could be made.

“The solution met all of our business objectives, bringing print costs under control and giving head office oversight of the network for the first time.”

Justin Bricknell, Service Desk Team Leader, The Caravan and Motorhome Club

Audit provides a complete solution

After reviewing the set-up, Brother recommended a Managed Print Service (MPS), that means the Club can monitor all printer use in real time online. Every site's network printer and fax machine would be replaced with a multifunctional device capable of printing, copying and faxing. Brother identified the MFC-8950DW wireless mono laser printer as the ideal solution due to its reliability, value for money and versatility. All repairs, advice and supplies are included and the Brother team would provide ongoing technical support, while regular review meetings ensure all the Club's objectives continue to be met.

Savings stack up quickly

Return on investment was achieved by the third year of the five year contract, with a total saving of up to £45,000 over the life of the deal. Crucially, the system provides absolute visibility of ongoing print costs across the network, so any opportunities for further savings can quickly be identified. Reliability is drastically improved, with 99.93% uptime across the fleet, and Brother scored 100% against the Service Level Agreement that laid out exactly what the MPS would deliver.

Overview



The challenge

The Caravan and Motorhome Club had an outdated and inefficient legacy system for booking members' stays at its site network, which was expensive to operate and difficult to manage.

The solution

A five-year Managed Print Service contract with a single quarterly fee which saw multifunctional devices installed across the network of 162 sites.

The results

- Saving of up to £45,000 over five years
- Three-year return on investment
- Improved functionality, reliability and efficiency
- 99.93% uptime
- Complete visibility and control of print costs for the first time.