



 Day Lewis Pharmacy

“Efficient and reliable printing is business critical for us – for every patient that comes into our pharmacies for a prescription, we need to print an A4 token – so print issues just aren’t an option. With Brother’s solution, we’ve achieved zero downtime across the network, allowing our staff to focus on their job as pharmacists.

“The quality of Brother’s service has been second to none. We never receive any complaints about printing from our staff and – when you consider that we now print more than 20 million business-essential documents per year around the country – that’s an impressive achievement.”

Colin Kendrick, head of IT, Day Lewis



The challenge

Deliver a reliable, efficient prescription printing function for a national pharmacy chain with over 300 branches.

The solution

A network-wide managed print service with automatic consumables ordering and guaranteed next-day fix technical support.

The results

99% uptime for printers during five years of operation, almost 50 million pages printed and 4,500 toners replaced. A 20% saving on print costs across the business. More than £100,000 saved per year by removing the need for an internal support function.

UK’s largest independent pharmacy chain eliminates print downtime thanks to Brother’s Managed Print Solution

Network-wide MPS solution delivers efficiency and reliability

Day Lewis is one of the largest independent pharmacy chains in Europe, with 2,800 staff and more than 300 pharmacies across England, from Cornwall to County Durham.

Following the introduction of the government’s EPS2 electronic prescriptions service in 2012, the volume of printing required in its pharmacies increased dramatically, to around 5,000 prints per month per store on average. As a result, the business needed to review its whole print management programme.

Where the business had previously managed its print service in house, with just one printer in each pharmacy, a more robust solution was needed to ensure all of the printers across the network were operating reliably and efficiently.

Rapid, seamless implementation

Following a tender process, Day Lewis appointed Brother to implement a managed print service and take over the management of its print function, including hardware, consumables and all support services.

Brother’s installation teams deployed 360 printers in pharmacies across the network over just six weeks. As part of this process, Day Lewis staff were also given hands-on training to ensure a smooth transition.

The full managed service the business receives not only includes hardware and consumables but also the installation, service, project management, and storage and delivery of consumables.

Throughout the partnership, the service has evolved to mirror Day Lewis’ growth as a business – today the company has more than 1,000 Brother printers in operation. The hardware used has also advanced over the course of the partnership – initially the HL-5380DN mono laser network printer was used across the business, but Brother has worked with the business to transition it to the newer HL-5470DW and HL-6180DW wireless models.

Fully automated maintenance and consumables ordering lets staff focus on the day job

Brother tracks the status of every printer in the network remotely, and automatically sends out consumables and maintenance support engineers as and when they are needed. This removes all responsibility from staff, freeing up their time to focus on serving customers.

The business now has a fleet of more than 1,000 printers, with a minimum of two printers per store, as well as units in its head office and two distribution hubs.

Any issues are reported directly to Brother, and a next-day fix for printers is guaranteed, ensuring no branch is ever left without a functioning printer.

Find out more about Managed Print Services
www.brother.co.uk/business-solutions/mps

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