

Giga-Katsastus Oy is located in Vantaa, close to the airport. Our independent vehicle inspection centre is dedicated to providing excellent service. It is a member of the Suomen Yrittäjät (the Federation of Finnish Enterprises), as well as the Finnish Association of Private Vehicle Inspection Operators (Yksityisten Katsastustoimipaikkojen Liitto ry – YKL).

Giga-Katsastus Oy's MPS service frees up staff, giving them more time to focus on serving their customers

Giga-Katsastus Oy's website conveys the same dedication to customer service you'd experience when visiting the vehicle inspection centre itself. The website provides thorough, well illustrated guidelines on how to prepare your vehicle for each part of the inspection, including the lights, tyre pressure, brakes, and even the number plate light. You can, of course, simply come in for a vehicle inspection without any special preparations – the inspection centre's professional and knowledgeable staff will be happy to help you through the process.

None of this would be possible with broken-down printers or having to waste time on re-ordering and inventorying supplies. The timing couldn't have been better when Brother's Mika Tynnelä contacted the client around a year ago and explained how an MPS service contract works – and the rest, as they say, is history. "We were just in the process of needing to change printers. On top of resolving that issue, we've also experienced a significant reduction in stress in our everyday work thanks to the extended warranty," explained Giga-Katsastus Oy's Esa Lappalainen when describing his satisfaction with the service.

Esa Lappalainen from Giga-Katsastus Oy said:

"We chose Brother because of how easy and straightforward everything is. All the equipment works flawlessly, and everything is handled without issue. The supplies are delivered automatically and on time."

"We can focus on our work without having to worry about whether the equipment functions and needing to spend time on sourcing supplies. I would absolutely choose Brother's products again."

Esa Lappalainen, Giga-Katsastus Oy



Summary

The Challenge

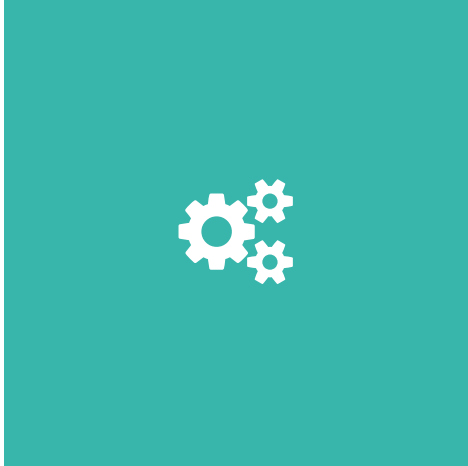
Before Brother's MPS service, Giga-Katsastus Oy staff had to spend time fixing malfunctioning printers and finding suitable supplies for their equipment. All of this detracted from their core business operations, namely vehicle inspections.

The Solution

Brother offered the client an MPS service contract with a Premium Onsite SWAP warranty package. This warranty package elevates the maintenance service to a brand-new level and provides the best possible benefits for the client. The warranty can be expanded to 36, 48, or 60 months according to the client's needs.

The Benefits

Fresh stocks of supplies are delivered automatically and on time before the previous supplies run out. Client is content with the guaranteed functionality of their printers and the technical support they receive in resolving potential problems.



Always providing a complete solution that meets the client's needs

Giga-Katsastus Oy's MPS service includes two HL-6450DW mono laser printers as well as a wireless MFC-L9570CDWT all-in-one high-capacity colour laser printer. The MPS service ensures that products are always delivered to the client in good time, based on the client's needs, and directly to the inspection centre. The team at the inspection centre gained some much-needed peace of mind thanks to the extended warranty (Premium Onsite SWAP), which extends the validity of Brother's equipment based on the client's choice of contract.



Esa Lappalainen went on to say:

“We get the supplies for our printers delivered to us automatically. We don't need to order them from anywhere – everything happens on time, without us needing to do anything, before we run out of toners.”

Brother's MPS service includes automatic ordering and delivery, the first-rate At Your Side customer support, and a continuous contract. Our flexible solutions are designed so that they can be tailored to meet our clients' operational needs and make everyday life easier.

Esa Lappalainen added the following in closing: “I've decided to renew the contract once the current one ends. The key factors here are the ease and the time we save.”

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— SWAP —**

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brother.ee/case-studies
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