

Brother MPS Essential factsheet



This factsheet is designed to help you understand Brother MPS Essential in the simplest terms – and show you why it's the right service for your business.

What is MPS Essential?		A managed print service for businesses that need a simple solution to their printing requirements.
Audience		MPS Essential is for all businesses that print day to day. It's ideal for those looking for a service that takes care of itself, so you can carry on doing what you do best.
How does Brother MPS Essential work?		Choose the plan that suits your business, and Brother will automatically deliver new genuine ink and toner when you're running low – and quickly fix your device if you run into any problems.
Key benefits		 Cost efficiency It's the simplest and quickest way to get genuine supplies at the best value, with no time wasted shopping around for one-off purchases. Improve your business cash flow and cost visibility by paying for your printing monthly in one single invoice.  Productivity If you encounter printer issues, we'll respond in four business hours over the phone, or send an engineer the next business day if it's not resolved – so you'll always be able to print.  Sustainability Because we'll always deliver our highest yield cartridges, they last longer – reducing the number of individual supplies you need. Plus, we'll recycle or remanufacture all of your used cartridges.
MPS Essential plans		 Fixed plan You pay a flat monthly fee for a pre-agreed number of pages, and any extra pages you print are charged at a set rate. This plan can be flexed as your business changes, and breakdown support is included on new devices.  Pay-as-you-print You simply pay for what you print at a pre-agreed cost-per-page, meaning you won't pay for pages you don't print. This plan is ideal for businesses with a more ad-hoc printing requirement.

Sign up and installation		Sign-up in as little as 15 seconds, with remote, hassle-free set up. 1. Purchase your printer Select and purchase your Brother printer. 2. Choose your plan Choose either a fixed fee based on the number of pages or pay as you print. 3. Set up your printer(s) Easily set up your printer(s) and receive ink and toners automatically before you run out. 4. Cancel any time Benefit from no contract with the flexibility to adjust your plan.
Ordering supplies		You don't even need to think about ordering ink or toner – they will be with you automatically before you run out. Everything is covered in a single agreement and invoice.
Monitoring your printing		Log in to the Customer MPS Portal to request support, track your supplies, check your bill, monitor usage, and find out more about how you can return used supplies for recycling.
Support		We resolve 98% of issues over the phone, within four business hours. But if your issue is more complex, we provide next business day fixes onsite.
Cancelling		Because we know things can change for businesses, you have the freedom to cancel at any time.
Other services		   There are services to suit every business – no matter how much or little you print. Along with MPS Essential, there's MPS Professional – for businesses that need the ability to enhance certain package features; and MPS Enterprise – for businesses that need a customisable solution built around their complex print needs.
Brother MPS in numbers		 Cost savings You could enjoy cost savings of up to 30% on select models when compared to making one-off ink and toner purchases elsewhere.  Longevity A Brother printer is capable of printing up to 600,000 pages in its lifetime – equating to 50 years of printing.  Customer satisfaction 95% of MPS customers are still with Brother after 5 years.

For further details on Brother MPS Essential, head to brother.co.uk/mps-essential or get in touch with your Brother partner.