

Print + Office Solutions

CCS Media and Brother
MPS Essential Factsheet

This factsheet will show you why Brother MPS Essential is right for your business and it also includes some of the most common MPS questions you may ask, with clear and simple answers.

**Managed
Print
Services**

E S S E N T I A L

The Basics of MPS Essential

How does Brother MPS work?

Brother MPS makes printing simple for your business by simplifying printer admin, saving time, keeping costs down, and helping you stay productive.

What is Brother MPS Essential?

MPS Essential simplifies the way your business prints. 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.

Who is MPS Essential for?

MPS Essential is ideal for businesses that need a simple solution to their printing requirements. Printing may not be an essential part of their day-to-day, so they are looking for a service that takes care of itself.

What are the key benefits of MPS Essential?

- 1 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.
- 2 Productivity:** If your printer breaks, 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.
- 3 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.

What MPS Essential plans are available?

- 1 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.
- 2 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.

Frequently asked MPS Essentials questions

How often do I have to order supplies?

You don't even need to think about ordering ink or toner – they will be with you automatically before you run out.

Will I be charged separately for supplies?

No. Everything is covered in a single agreement and invoice.

How do I get breakdown 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.

My business has a high print volume. Can I print extra pages?

Yes. Just pay for any additional pages you print at a set rate.

Can I monitor my printer usage?

Yes, you can access the Customer MPS Portal to request support, track your supplies order, check your bill, monitor usage, and find out more about how you can return used supplies for recycling.

Can I cancel the service?

Yes. Because we know things can change for businesses, you have the freedom to cancel at any time.

What do I do with used supplies?

Return your used cartridge in your replacement cartridge's box or request a larger collection box and Brother will collect it and recycle for free.

What if I want a different MPS package?

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 a simple solution to their printing requirements, with the ability to enhance certain package features; and MPS Enterprise – for businesses that need a customisable solution built around their complex print needs.

Quickfire facts



No long sign-up process

You can sign-up in as little as 15 seconds.



Get up and running fast

Set up is remote and hassle-free.



Real cost savings

You'll enjoy 30-40% cost savings when compared to making one-off ink and toner purchases elsewhere.

600,000
pages

A printer for life

A Brother printer is capable of printing 600,000 pages in its lifetime – equating to 50 years of printing. Plus, we replace it for free at the end of its lifetime.

95%

Join other happy customers

95% of MPS customers are still with Brother after 5 years.

CCS Media

Brother MPS Essential

**To find out more, speak to your Account Manager, call us on 01246 200 200,
email us at letstalk@ccsmedia.com or visit our website at ccsmedia.com.**

brother
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