



The MPS Team
From solutions to software



Managed Print Services Case study

EG Group

An effective cross-border, multi-national service contract including postage & mailing, hardware and security software solutions.

UK & Europe

The client

Founded in 2001 by Mohsin and Zuber, the Issa brothers acquired a single petrol filling station in Bury, Greater Manchester and has built EG Group to the 5,000-site company it is today.

In 2016, Euro Garages and European Forecourt Retail Group (ERF Group) joined forces to become a European leader in the petrol forecourt and convenience retail sector. Now as one of the most established and recognisable forecourt operators, EG Group now possess high-profile relationships with globally renowned brands including Starbucks, KFC and Subway.

EG Group aim is to deliver a world-class fuel, convenience, food and drink offer that exceeds the expectations of the modern consumer.

The project

- Cross-border, multi-national service contracts
- Mixed fleet of Xerox and HP multifunction devices to provide a truly bespoke package, unique to the needs of Euro Garages
- Specific terms and conditions based on compliancy and regulations within each country
- Four-stage approach to an effective, solution-led managed print infrastructure
- Implementation of Xerox Device Agent (XDA) and HP Data Center Automation (DCA) software that monitors devices automatically; controlling, managing and automating consumables and meter readings
- Fully compliant with the General Data Protection Regulation with a new automated postage solution
- State-of-the-art print hardware including security software as a high priority
- Fully managed account outside of the country with IT supporting locally



The solution

Phase One

EG Group was initially seeking a postage and mailing solution with franking machines to manually post invoices every two weeks across their 1400 sites. The managed print experts at The MPS Team recognised that an automated solution would be more beneficial and cost-effective.

The hybrid-mail software solution implemented by The MPS Team now automatically sends invoices from one location therefore giving EG Group better control which now fully complies with the new General Data Protection Regulation (GDPR).

Phase Two

The hardware phase involved the implementation of up to 40 multifunction printers at the EG Group Head Offices in Italy and regional centres. The hardware allowed EG Group's IT department to control their printing devices remotely from EG Group Head Office in Blackburn.

Phase two saw a completely new contract for EG Group with automated services and supplies across Italy. The MPS Team was able to provide a competitive and cost-effective solution and delivered, installed and managed the hardware phase directly from the UK.

Phase Three

Following the success of phase one and two, The MPS Team was the obvious partner for Euro Garages to supply their managed print hardware after acquiring numerous service stations across Europe. The MPS team installed over 700 HP multifunction devices which gave Euro Garages Head Office full control over their print infrastructure. The MPS Team now successfully manage fleets of devices across numerous countries, both in the UK and Europe which include Xerox and HP state-of-the-art devices.

As Xerox Gold Authorised Concessionaire partners and HP Partner First Specialist, The MPS Team was able to implement an effective managed print solution after taking the time to understand Euro Garages' pain points and fully immersing themselves in the overall goals of the business.

Phase Four

The MPS Team successfully created an effective, cost-saving, customer-focused managed print solution for EG Group's print infrastructure and has now become a trusted advisor. The MPS Team recognised that a multi-national company may experience language barriers and installed a Xerox device with a practical translator app built-in.

The new, innovative multifunction devices and Xerox Translator app meant communication can be fluid between all EG Group's sites; receiving and sending documents, contracts and invoices that can be translated accurately in minutes, saving time and money on translators and interpreters.

The response

"The MPS Team truly took the time to understand our needs as a business and objectives for the future, and provided a solution completely bespoke to us. I would recommend The MPS Team to any business who is looking to gain full control over their print environment."

- Kevin Patterson, Group IT Director, Euro Garages

For more information please get in touch.

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