



The MPS Team  
From solutions to software

# Case Studies

July 2021



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**Managed Print Services**  
Case study

# Voyage Care Group

United Kingdom

## The project

Voyage Care is a sector leading provider, with over 30 years' experience of specialist care and support. We support over 3,500 people with learning disabilities, autism, brain injuries and other complex needs across the UK.

The project is supporting the business with critical care printing and document handling across all sites.

- To review the total fleet of print devices and recommend options for change.
- Commit to a level of service provisions that ensures consumable and service delivery within the UK.
- Ensure clear and defined service SLA's



## The Solution

The MPS Team took over the current printer fleet and introduced a proactive Help desk support facility.

- Introduced a higher level of support via a defined service agreement in conjunction with HP
- We introduced key critical escalation processes that ensured no consumable outage.
- Implemented on-site stock holding of parts and consumables.

## The Result

Removed the need to invest in a new fleet, saving over £1m and removed the failing MPS provider.

- Removed need to purchase ad-hoc consumables.
- Proactive daily management of all devices with direct access to IT Helpdesk facility.
- Regular reviews to ensure SLA delivery.

For more information please get in touch.

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