

MITCHELLS & BUTLERS

CASE STUDY

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Alex Riche, Facilities Contract Manager, Mitchells and Butlers

As the largest operator of restaurants, pubs and bars in the UK, Mitchells & Butlers' retail support centre in Birmingham is kept busy supporting well known high-street brands including All Bar One, Harvester, Toby Carvery, Browns and Vintage Inns, among others.

NEW PRINT DEVICES AT NO EXPENSE

Keeping information flowing efficiently between its 1,000 staff at its retail support centre and the 39,000 at its popular outlets, is a fleet of 29 new Xerox multifunction printers (MFP) supported by a Managed Print Service from Xerotec. A decision was made to replace its former print fleet, but an important prerequisite was that the new fleet had to be procured without capital expenditure. Mitchells & Butlers deferred to Xerotec – its existing MFP supplier - for advice.

To ensure the right devices were selected, Xerotec took a 'clean-sheet' approach when reviewing Mitchells & Butlers' current and future print needs. This print fleet assessment saw eleven print devices removed and responsibly disposed of by Xerotec, and 29 new Xerox devices installed.

Furthermore, through the managed print service, Xerotec was able to deliver on Mitchells & Butlers' request that the fleet refresh would not incur any capital expenditure.

BUILT TO PERFORM

Since May 2014, the latest print solutions from Xerox have been enabling the company to produce seven million quality prints per year.

Helping to keep print related costs down are smart print rules that ensure that double-sided print is the default, and devices are set to mono, although staff have the option to print in colour, resulting in a current 50:50 split between colour and mono output.

To ensure document security, a Follow Me function means documents can only be released using a swipe card or PIN code. While at the device, users can also check their print queues and delete any unwanted documents to help reduce print output.

SMOOTH SERVICE

Speaking about the installation, Mitchells & Butlers' Alex Riche said:

"The implementation was executed really well by Xerotec. We managed it in stages, to iron out any early teething problems and, after a period of four weeks, we deployed the whole fleet and upgraded all print drivers on its PCs and laptops, and enrolled 500 users on the devices. We were very impressed with the calibre of the management and IT support Xerotec provided, while the move from Xerox GDC to Xerotec Aberdeen has been seamless."



It's a move that has been well-received by Mitchells & Butlers' staff because, day to day, the devices have delivered on their reputation for reliability and efficiency. Designed for the strains and stresses of everyday office life, the faster, better-specified Xerox devices cope effortlessly with the emails, spreadsheets, reports and presentations sent to them.

REAPING THE BENEFITS

Mirroring the efficiency of the devices, is the service provided by Xeretec. "We had specific criteria for a print and managed print service provider," said Alex Riche. "They needed to offer outstanding service, support, flexibility and provision of equipment, and great account management. Xeretec has continued to excel here."

Alex also highlighted other benefits of the managed print service. "The automated toner supply is really efficient and it's a flexible solution that meets the needs of the business. The help desk support is superb, and Xeretec has a very hands on approach to account management and issues are addressed swiftly. There's a business and admin benefit too, as we have a fixed monthly fee and just one invoice to cover everything."

When it comes to Mitchells & Butlers, this successful deployment is further proof that Xeretec can serve a refreshing solution to any organisation's print management needs.

We have a 30-year history of delivering contract and lifecycle services for customers that range from Global Household brands across the World to family run businesses in the local community. Our focus is on delivering a complete technology experience designed to provide tangible business benefits, no matter how big or small you are.

Our selection process handpicks a range of solutions and service options in addition to offering off the shelf technology products. We provide bespoke solutions addressing digital workspace and communications, through to process automation.

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