



Xeretec Managed Print Services

Award-winning managed print services from Europe's largest Xerox partner

Perfectly Managed Print Services (MPS)

Imagine a perfect world in which you have the insight and power to control and reduce print costs and manage security risks more easily. An environment that maximises employee productivity through more efficient business processes and document workflow, without you doing a thing. A properly managed print service can help you achieve this and bring huge financial rewards.

Best of Both Worlds: Xeretec + Xerox

The perfect blend of award winning, market leading technology from the most respected manufacturer combined with the local support and flexibility from Xeretec, Xerox's largest Concessionaire partner in Western Europe with coverage across the UK and Ireland.



200+ **XERETEC** STAFF
ACROSS 10 OFFICES
UK&I COVERAGE



AWARD-WINNING
INDUSTRY
LEADING
XEROX
TECHNOLOGY

XERETEC PULSE ANALYTICS
& VISION PRINT ASSESSMENT
TOOLSETS



XERETEC
UK-BASED
ANALYSTS &
HELPDESK



XERETEC
LOCAL ACCOUNT
MANAGEMENT



MANUFACTURER'S
SERVICE



ONE OF THE **MOST**
COMPREHENSIVE
MANAGED PRINT
SERVICES AVAILABLE

MPS Benefits to You



Cost

20-30% Average saving with a Xeretec MPS



Risk

Manage risk with award winning multi-layer security



Experience

See 99.6% uptime and a 90.6% first time fix rate



Productivity

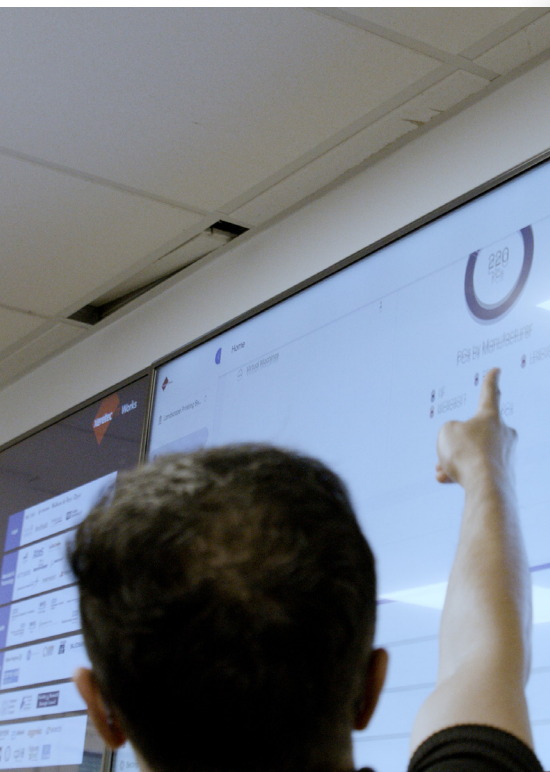
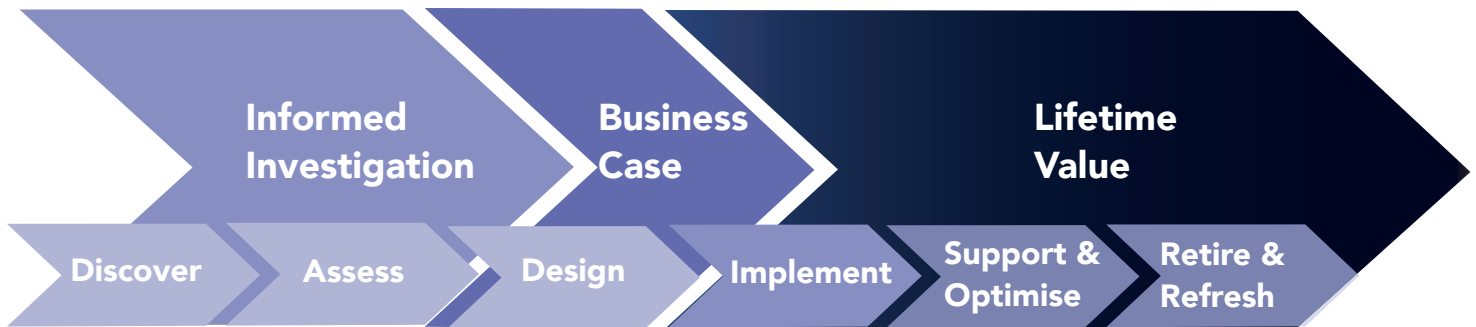
Award-winning on-device apps, cloud connectors and workflow automation



Environment

See savings of up to 50% on energy consumption

Xeretec Customer Journey



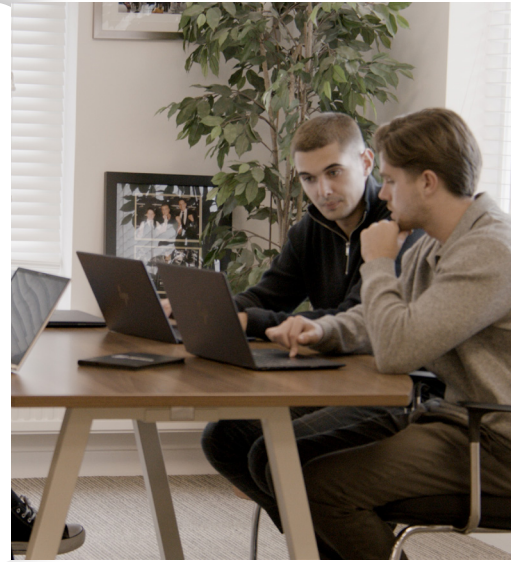
Discovery & Assessment

Our Managed Print Services (MPS) discovery process gives you a clear picture of how things are working today and where improvements can be made. With the support of Xeretec analysts and specialist tools, you'll get the insight you need without the hassle.

- ▶ Optional audit of your current print environment
- ▶ Data captured and analysed using Xeretec's MPS tools
- ▶ Your business goals factored into the assessment
- ▶ Live analysis of who prints what, document types, trends, costs, and what if" scenarios with instant results
- ▶ Practical recommendations for an optimised future setup

Solution Design

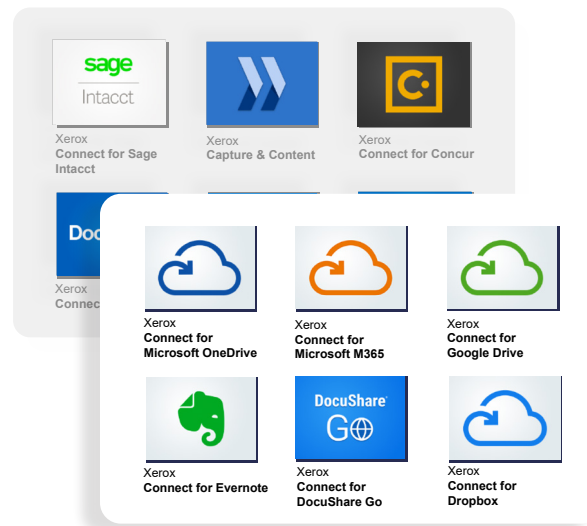
We bring together the best technology and the expertise of our dedicated analysts to create solutions tailored to your needs. With decades of experience in Managed Print Services, we draw on proven best practices and partnerships with leading hardware, software, and services providers. From devices to software and support, we cover every aspect of managing and optimising your print environment.



Xeretec MPS Hardware & Apps

Xeretec delivers award-winning hardware solutions that combine ease of use, robust security, and reliable performance.

Our portfolio is designed to suit every requirement, with each device featuring a crisp, responsive high-resolution touchscreen and full ConnectKey compatibility for app support and a consistent user experience. Every model is powered by Xerox's renowned multi-tasking technology, ensuring smooth, efficient workflows.



Device Spotlight: Primelink C9200 Series

The PrimeLink C9200 has been recognised in the 2025 CRN Tech Innovator Awards in the Multifunction Printers category, celebrated for its flexibility, high-end features, and ability to meet evolving client needs.



Implementation, Support & Optimisation

Our analysts apply proven Prince2 methodology to deliver projects in some of the most demanding and high-pressure environments. We have supported deployments in Europe's busiest Accident & Emergency departments during peak demand, as well as in broadcasting organisations that operate 24/7. By drawing on our in-house expertise, we plan and resource implementations around the operational needs of our customers, ensuring minimal disruption and maximum reliability.



Lifetime Value and Support

Xeretec provides one of the most complete logistics and support ecosystems in the market. Through our interactive Fleet Management Portal, customers can monitor their entire print environment and request support with ease. The portal gives full visibility of service calls, engineering visits, parts, consumables, and more.

Because everyone — the customer, Xeretec Helpdesk and analysts, and Xerox service and logistics teams — works from the same information, issues are resolved faster, time-to-fix is reduced, and responses are consistently quicker and more effective.



Monitor service calls and consumables requests



Personalised fleet management portal



UK helpdesk & Analysts with full UK&I coverage



Xerox Service Engineers

Our Award-winning Helpdesk in Numbers

Incidents

10,800

In 2023, our helpdesk has managed an average of 10,883 incidents per month

Answer Time

14 seconds

On average, you will speak to one of our helpdesk agents in just 14 seconds

Remote Fix

46%

46% of calls are solved remotely via the helpdesk

Xeretec Pulse



Most managed print service providers claim they provide a proactive service, however we believe this is only possible when providing accurate analytics to visibly view and support your fleet.

This data allows us to identify potential issues before they arise, as well as enabling identification of devices that are being under utilised, ensuring you get the most from your MPS and printer fleet.



Retire & Refresh

When hardware comes up for refresh, the solution includes evaluating Total Cost of Ownership (TCO), energy usage, support and maintenance costs and likely future demand; selecting optimal devices; and deploying them in a way that minimises disruption. Post-deployment, Xeretec supports ongoing maintenance, remote monitoring, and helps ensure the new equipment remains optimised.

On the environmental front, Retire & Refresh aims to reduce waste, lower energy consumption, improve device utilisation and generally help organisations reduce their print-related carbon and operational footprint. It's not just about swapping hardware, but doing so smartly and responsibly.

Xeretec MPS Our Customers

Our MPS customer stories in their own words

BRANSBY — HORSES —

"Our costs were reduced by a third, and the solution started to pay for itself within the first year. I would recommend Xeretec to anyone - any time a new issue arises, we know we can rely on the team to provide a solution that fits our needs perfectly."

- Andrew Gillard-Pye, IT Manager, Bransby Horses

"Reliability is key to ensuring a high-quality experience for technology users. Strong relationships with strategic partners, such as Xeretec, ensure that we can meet users' expectations."

- David O'Sullivan, Head of IT, Aurivo

Aurivo 



"Our new Managed Print Services means that the university gains from cost and environmental savings, while our staff and students benefit from using the latest HP technology with faster devices and greater productivity, through features such as Mobility Print and integrated scanning, and the third-party print management product, PaperCut."

- Sarah Peace, Head of Desktop & Printing Services, University of York

Why choose **Xeretec**?

Where others sell more, we help you achieve more — with less

Most IT providers encourage businesses to buy more: more licences, more hardware, more complexity. At Xeretec, we take the opposite approach. Our independent audits and data-driven assessments uncover what's essential, what's waste, and where real value lies. That means you gain clarity, reduce overspend, and free your IT team from managing unnecessary tools and services. The result: smarter IT decisions, measurable savings, and a trusted partner who puts your success before sales.



**WE SAY
STOP!**

There's a
better way...



**WE CONDUCT
ASSESSMENTS**
in each of your
technology areas



We can help
**PROTECT IT
BUDGETS**



**EFFICIENCY &
PRODUCTIVITY**
+20-50% productivity



We monitor and improve
SERVICE DELIVERY



COMPLIANCE
Improved across important
regulatory areas such as cyber
security and sustainability

We are a privately-owned business, not a manufacturer or OEM. We are independent, flexible and agile, and focus on what is right for your organisation. At our heart we are a service organisation with the experience and infrastructure to help fully maximise the benefits of implementing a Managed Print Service.

We partner with the leading vendor providers to provide access to the latest technology and security, and have long-term established relationships across a diverse range of sectors and businesses.



**Want to learn more?
Get in touch**

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