

An MPS solution from Brother makes life easier in jem & fix stores

Flexibility and reliability are crucial for jem & fix when it comes to printing, which is why they chose an MPS solution from Brother for their stores.



A solution that could be managed centrally over three countries

Denmark's only low-price DIY store, jem & fix is a family-owned Danish company with its headquarters in Vejle and over 2,600 employees spread across 139 stores in Denmark, 76 in Sweden and 20 in Norway.

jem & fix A/S is also part of the Harald Nyborg Group, along with A/S Harald Nyborg, Daells Bolighus and others.

The agreement with Brother came about because, over time, they found they wanted to find a supplier who could offer a printing solution for all of the stores in all three countries, and Brother was able to meet that need.

During the start-up phase, Brother was "at their side" with a thorough review of their current printing needs, and identified a comprehensive solution that could meet their requirements for flexibility and operational reliability.

The MPS solution includes:

- A Brother printer in every store
- Automatic ordering and delivery of consumables
- A SWAPplus service package with an extended warranty for up to 5 years

"The most important thing for us is to have a single point of contact for the print solution who can pull everything together and ensure that everything runs smoothly – in all three countries. None of our previous suppliers have been able to do this, but Brother can. Brother keep their promises."

Erik Laursen, IT Manager and Project Manager

Brother - "At your side" every step of the way

All support is provided directly by Brother locally – and in the local language. This ensures clear communication and eliminates language barriers. The Brother MFC-L6915DN has a convenient size, so it fits easily into the checkout area in the jem & fix store.

Overview

The challenge

jem & fix wanted to consolidate its administration and find a single supplier who could offer a printing solution for the stores in all three countries, including an MPS agreement. It was important for jem & fix that Brother had a single point of contact across all of the countries.

The solution

An MFC-L6915DN all-in-one black and white laser printer for every jem & fix store in Sweden, Norway and Denmark, including an MPS agreement with extended warranty and automatic ordering and delivery of consumables.

The benefits

The MPS solution ensures that jem & fix automatically receive consumables on time and only pays for the pages they print. The extended warranty means that the printer will be replaced if there is a problem that cannot be resolved over the phone.



The MPS solution ensures that toner is ordered and delivered automatically, but as all the stores are open every day of the week, it also provides each store with an extra “buffer toner”, in case there’s a problem and they run out of toner over the weekend.

Progressive expansion of the solution

Until now, Brother has supplied all-in-one mono laser printers (MFC-L6915DN) to jem & fix in Norway, Sweden and Denmark. The agreement has been in place since autumn 2021 and will be rolled out

to existing stores when their old machines (from another supplier) reach the end of their contract period.

jem & fix has recently added a brand new chain, Hi five, which currently has four stores. Here too, there is expected to be a need for more printers with associated MPS agreements.

Read more:
brother.ee/case-studies
brother.is/case-studies
brother.lv/case-studies
brother.lt/case-studies

Benefits of Brother's MPS solution

- **Automatic ordering and delivery of consumables**
- **Saves money on printing**
- **No agreed minimum usage** – you only pay for your actual usage, which is billed every three months
- **No unexpected expenses**
- **An overview** of the company's printing costs
- **Great reliability**, as the operation and status of the printer are constantly monitored (24/7) by Brother's online solution
- **Extended service and warranty scheme** – unique to Brother MPS customers, so help is always close at hand



Brother has customised the printer display for jem & fix. Everything superfluous has been removed from the display so it only contains the two icons that the store staff need: Copy and scan.



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