



Case Study:

Resia Travel Group - customised workflow



Brother eases RTG workday with a customised workflow

Introduction

Resia Travel Group (RTG) is a leading Nordic player in the sale of holidays and business travels. The group has created and is now successfully running the Resia, Resfeber, Box Office, Bengt-Martins and Cruise Market brands. Approximately 300 sales staff work at their 43 stores and offices across Sweden.

RTG has a clearly defined sustainability vision, and works continuously to identify more sustainable solutions. The group has a sustainability certification within Travelife, which places high demands on them as a company, and they take great care when choosing business partners.



The solutions

RTG recently planned to update its fleet of printers, and worked with Brother to produce a test environment. The aim was to find a customised printer solution based on RTG's three fundamental requirements:

1. A supplier that could provide a sustainable total solution.
2. Special adaptation with a preset display, including the RTG logo and a customised document flow on all models.
3. Service and support agreements to free up time for the in-house IT department

When the new fleet of printers was being rolled out to 43 stores and offices across Sweden, Brother preconfigured its customised solution on all printers prior to installation. This gave RTG a tailored, turnkey solution that minimised installation time, and also freed up a lot of time for the IT department.

As well as a customised display, the bespoke solution entailed all printers being preset for two-sided black-and-white printing by default, thus boosting cost-efficiency.

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Being able to print customers' travel documents on site quickly and easily, and to scan customer ID's, is an important aspect for the 300 sales staff who work at RTG.



Functions as:

- MPS agreement - An MPS (Managed Print Services) agreement will save you money, provide you with a good overview and help you to avoid unforeseen costs. You buy the machine via your dealer and then only pay for the pages you print. When you have an agreement with your dealer, Brother deals with all the practical aspects.
- MFC-L9570CDW - An all-in-one colour laser machine that offers fast printing and scan speeds, as well as flexible paper management. Robust design and Toner Save mode, as well as Deep Sleep mode to reduce costs per page and energy use.

Benefits

RTG has also included MPS (Managed Print Services) in its printer solution. This ensures they have automatic toner deliveries, and they only pay for pages that have been printed.

The MPS solution makes life easier for users, and enables stores to spend more time focusing on their customers. Meanwhile the IT department can rest assured that printer related issues are being dealt with, and can focus on finding new IT solutions for the company.

With ongoing statistics, RTG can easily see where local measures are needed to reduce the number of printed pages.

"The implementation of our new printer fleet went very smoothly. Brother handled the preconfiguration, distribution and installation,"

- Niklas Jönrup of RTG.

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