

MANAGED PRINT SERVICES



Overview

Softcat's print management solutions give a greater level of visibility and control of your organisation's print estate. Our services supply the print hardware and wrap the most effective software around it for a bespoke and complete solution. Softcat's proactive support includes monitoring and regular health checks to ensure everything is running effectively and that we're always maximising the efficiency of your service, both in terms of cost and time.

Dedicated Customer Success Manager

We will assign your organisation with a dedicated customer success manager who arranges the day-to-day running of your contract. The customer success manager will work with you and your organisation to focus on optimising your print software to ensure you achieve maximum savings and efficiencies.



Live Device and Performance Dashboard

A live Business Intelligence (BI) portal is available so that you can see the performance of your print estate in real-time. Your print management solution will be available through our [eCat](#) portal, simply log-in and you can access your dashboard, where streams of information are pulled through to give you an overview of your devices and their performance.

Customer-first tailored approach

At Softcat we want to understand your organisation's users and processes first and we design a unique print solution to fit. We understand that organisations operate in different ways and the solution needs to reflect these differences whilst retaining a high-quality user experience. We align the most effective products for the needs of your organisation and focus on how they can best serve you.



UK-based operations centre

We offer bespoke solutions and flexible Service Level Agreements (SLAs) from our 24/7 UK-based operations centre. Our knowledgeable advisers provide an efficient and focused service from break-fix services through to a complete proactive management solution, we are on-hand to optimise your organisation's print estate and processes.

Our Managed Print Process



Assess

Our print team can save you, on average, **20% in print costs during the assessment stage alone.**



Control

Our team helps you reduce the cost of printing, and printing less, using **bespoke document management solutions.**



Optimise

During the contract term we focus on **improving and streamlining your core business processes and document workflows.**

Why Softcat for Managed Print Services?

Our dedicated team of experts work to understand your organisation's business processes and flow of documents before moulding a bespoke print management service. We focus on the detail of your daily tasks and processes to deliver the best service, whilst considering digital transformation, to find a balanced print solution in a cost-effective way.

Over 120 field engineers	99% customer satisfaction	Over 80 operations engineers	Swift P1 response time	Contract management one stop shop	Dedicated Customer Success Manager
Flexible SLAs		Live BI Fleet portal		Bespoke flexible solutions	Industry-leading resolution time