Marsh & Parsons Estate Agents

P PRINCIPAL

THE CLIENT /

Marsh & Parsons can trace its origins back to 1856. During much of the 20th Century, it was one of the leading residential agents in Central London. Today it boasts 27 offices, seven of which are in the Royal Borough of Kensington and Chelsea. Unsurprisingly, Marsh & Parsons hold the title for being the borough's longest established estate agent.

With an intriguing history of family ownership that has battled through time and two world wars, this prestigious company remains the 'go to' agent for people wanting to purchase properties in the London.

THE BENEFITS /

Immediate cost savings of 40%

Speedy and reliable support service levels

No more responsibility for ordering consumables for different devices – they just arrive when required

Efficient and effective fleet of devices across all offices with a single user interface – important for mobile devices and worker networks

Created a platform that can expand as the business grows

THE ISSUE /

The printing of property details is an essential part of day to day operations. This type of estate agency in particular demands the highest quality print facilities for their organisation.

Service levels are integral to any commercial relationship. Marsh & Parsons needed a partner who would help improve the process of ordering toners and consumables and make them more efficient in order to reduce waste and stockpiling. A solution was needed and quickly.

40%

Streamlining the processes meant a cost saving of 40%

THE SOLUTION /

Having been a trusted supplier of a document management solution for Marsh & Parsons for some years, Principal had a good understanding of the business and set out to find a more cost effective and efficient solution.

A print audit across the offices showed great potential for streamlining the fleet of printers and devices, plus being able to make some tangible cost savings.

A unified approach to the fleet would create a single user interface, meaning mobile devices could be used at each location. One of the key benefits of the Principal solution is an automated system for the ordering of

toners and consumables. The technology at HQ allows every device to be monitored for usage and alerts the system to ensure that the toner requirements for each device are delivered before they need replacing. A 'just in time' method.

The next step. Principal set up a trial of the proposed devices. This trial proved the recommended solution would work.

Streamlining the processes meant a cost saving of 40% compared to existing cost and Principal achieved a 99% customer satisfaction rating. And, gone was the need to even think about ordering toners and consumables.

WHAT MARSH & PARSONS SAID /

Giles Vertigan, Head of IT said:

"We needed to work with a partner who was recognised for being responsive and for delivering exceptional levels of customer service. Having worked with Principal for our document management systems for many years we were sure Principal could help.

Trialling the machines worked really well, we were able to see the dramatic cost savings and the level of support offered.

The automation process for the consumables was a big plus. A win-win situation.

With us now taking multiple services from Principal, it aids us in our quest to reduce the number of suppliers we use and to redirect our efforts into making those relationships stronger.

It's also important for us to have a solid platform from which we can support the continued growth of our business. Principal have arranged a solution that lets us do just that!"

WHAT PRINCIPAL SAID /

The trusted relationship already in place meant that Principal was first on the list of suppliers to assess where improvements could be made and submit a proposal.

A unified approach, with a single user interface for all the offices streamlined the operation considerably.

CONTACT US /

Get in touch today and we'll help you find the best solution for your business.

T 0333 240 8130
E solutions@principal.co.uk
W www.principal.co.uk