



Case Study

Urban Retreat

Ethos' Managed Print Service has been improving operating efficiency within a luxury hair & beauty group for over 17 years.

URBAN RETREAT

Client:
Urban Retreat Group

Website:
www.urbanretreat.co.uk

Client Industry:
Hair and Beauty

What we deliver:
Managed Print Service

Introduction

The Urban Retreat Group is a pioneer in luxury hair and beauty.

Created over 25 years ago by beauty industry expert George Hammer, Urban Retreat has developed a reputation as the ultimate destination for hair and beauty services. They are classed as the largest day salon in world with over 26,000sq ft of space, positioned on the top floor of the world famous Harrods department store and servicing over 12,000 clients each month.



Since their inception they have endeavoured to provide the most innovative techniques, progressive therapies, excellent customer service and the world's finest brands to create a haven of luxury and convenience that can take care of your beauty regime from top to toe.

Key Results

- > Reduced pressure on the IT department with a fully managed service
- > Reduced expenditure on print infrastructure as a whole
- > Rationalised print fleet
- > Reduced number of service call outs

The Client's Challenge

If multiple vendors provide the office equipment, simple tasks such as ordering toner or requesting a machine service requires multiple phone calls to a myriad of different providers.

Over our tenure, Urban Retreat has had multiple sites across the UK and had a variety of desktop devices in play, supported by a range of different providers and suppliers. Managing this network required substantial time from the IT department.

There was no formal documents strategy in place, making it challenging for staff to maintain control over the fleet. In addition, when a device broke down the hair and beauty specialists just brought a brand new machine – a sizeable expense in terms of cost.



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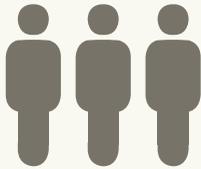
Case Study / **Urban Retreat**

Our MPS Solution

We assessed Urban Retreat's print infrastructure and our audit revealed that the hair and beauty pioneers would benefit from Ethos' print devices, standardising their entire print fleet.

In addition to implementing Ethos' devices, we advised Urban Retreat to place their current fleet under management using Ethos' Managed Print Service (MPS).

By doing so, we became Urban Retreat's single point of contact for all of their printer servicing, maintenance, management and invoicing. We regularly review the performance of each device in the fleet and make further recommendations to improve the cost or functionality. This pragmatic approach has ensured that as the



contract progresses, Urban Retreat's print infrastructure is continually optimized, costs and internal disruption are minimised but value is maximised.

Results



Since implementing our Managed Print Service, Ethos has reduced the pressure on Urban Retreat's IT department – improving operating efficiency.

As part of our MPS Service, Ethos continually monitors each device in Urban Retreat's print fleet, with supplies delivered exactly when required without any input needed. This means the IT department no longer wastes valuable time trying to support or fix devices and can be deployed instead on higher value tasks.

As each device in the fleet is now covered by a full maintenance agreement, they no longer have to buy a brand new device when a machine breaks down, reducing the brand's expenditure on their print infrastructure.

“ The positive and transparent working relationship, teamed with their quick reactions when needed, have retained Urban Retreat as a client of Ethos for over 17 years ”

IT Manager, **Urban Retreats Limited**

Improving your communications

At Ethos, we have over twenty years' experience delivering services and solutions across the three main forces of business communications: voice, documents and data.

4,000 customers worldwide regard us as part of their extended team – a single contact point for their managed print services, telephony systems, mobile networks and IT.

Over the years we've remained independent because it's the best way to deliver what our customers need – a bespoke service offering independent advice across all of the leading providers including Xerox, Mitel, Cisco, Microsoft, BT, Vodafone, O2, Konica Minolta and HP.

So, whether you're looking for a single point solution or for a unified communications partner across your business, we're the experts.

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MYFREEROI

Free ROI Consultation?

Ask one of our representatives today:

Call: +44 (0)20 7253 4882

Email: myfreeROI@ethos.co.uk

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