



brother  
at your side

# Constructing the Book

How legal firm Calderglen Associates increased productivity through bespoke business printing support.

 **managing**  
your **printing**  
should be  
this **easy**



Calderglen Associate's Peter Degerholm has his work cut out for him. He is a dispute resolution specialist and independent advisor to New Zealand's construction industry, and also one of the country's leading industry advisors on the Construction Contracts Act 2002.

Peter was involved in bringing about the Act in 2003 in a bid to help end the days when sub-contractors were left out in the cold by ambitious developers. Since then it's become a cornerstone of New Zealand's construction sector.

Peter is also the author of the popular industry publication "Managing Contractors' Cashflow," designed to help contractors and subcontractors to understand and use the new Act. So when the Act was amended, Peter decided it was time for a new book entitled "CCA Handbook – Making the Construction Contracts Act work".

## **This printer and the support provided is spot on for businesses**

Peter's office is a constant hive of activity. But with the added workload of updating his book, clarifying the Act's new clauses, cross checking and proofing, his office went into overdrive.

So Peter needed the right business support and tools to help him meet his many deadlines, without creating any downtime.

"With a book to rewrite, on top of existing client needs, I needed business tools and support I could rely on. I needed to print multiple drafts of 196 pages and see the words on paper. I simply couldn't afford any delays," he explains.

Peter was in the market for a print solution which could not only handle his increased workload, but would ensure he also had reliable, ongoing support.

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**Peter Degerholm,  
Calderglen Associates**

Recognising the unique demands on small to medium business owners, and how time poor they can be, Brother has introduced a range of printers with ongoing service and support – designed with companies like Peter's in mind.

Besides being developed to optimise key business needs around cost efficiencies, speed, reliability and quality, Brother has gone one step further with this range to offer bespoke delivery, set up and recycling of old machines – all for free.

This offer is an extension of Brother's positioning as a partner to Kiwi business owners, helping them to run a seamless operation and provide peace of mind when it comes to responding to their printer needs.

"Brother has been a real support to my business in ways I hadn't realised I needed. This printer manages heavy workloads with ease, and has saved me money on running costs, which has been great for my bottom-line. This printer and the support provided is spot on for businesses."

Brother's business machines are designed to save customers running costs as the cost per page is so much lower given the machines' efficiencies and higher-yield toner cartridges, Brother Chief Operating Officer, Matthew Stroud, says.

"But it's our service for small and medium businesses that we're particularly proud of. From day one we're at your side to ensure there's no downtime or tricky technical processes to deal with. We manage all of that, allowing you to concentrate on running your business."

Brother's business customers are also covered by its 4-year onsite warranty\*, meaning if they can't solve an issue by phone, they'll send a technician out to take a look. A Kiwi helpdesk also runs 7 days a week.

As for Peter, when we spoke to him, his book was taking shape; he'd proofed version after version – printed double-sided so it looked as close to the published version as possible; and he was as busy as ever sorting through the problems of the country's construction industry.



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# Optimise your printing with Brother Managed Print Services

Your true cost of printing could be more than you realise! Brother has a team of experts ready to show you how Managed Print Services can benefit your business. They will:

- Work with you to review your current print ecosystem
- Provide a bespoke recommendation to improve the way you work - reducing costs and increasing productivity
- Manage the transition to optimised printing with unrivalled on-going support



## About Brother

Brother has been at the side of Kiwis, delivering peace of mind with outstanding service for over 50 years. They've been rated the number 1 print brand for service and support by Kiwis.\*

Brother are the leading provider of print and imaging equipment and labelling solutions in New Zealand - servicing the retail, corporate and B2B markets. Brother's Managed Print Services take the time to understand your needs and find the right bespoke solution for your business. They'll ensure your print solutions work like clockwork in the background, allowing you to focus on your core day-to-day operations.

\*According to Perceptive research 2018