



Customer: Q & M Dental Group ('Q & M')  
Country: Singapore  
Model number: MFC-L2770DW

## The Customer

Q & M Dental Group ('Q & M') was first established in November 1996 in Singapore. It is now the largest private dental healthcare group in Singapore with over 70 dental clinics located in various locations island wide. Q & M Dental Group have also expanded their operations to Malaysia and China. With more than 200 qualified and experienced dentists in total, and amongst them, 40 dentistry specialists have undergone extensive post-graduate training locally or from various established overseas training institutions to provide their customers with a perspicacious dental diagnosis.

## The Challenge

Q & M Dental Group had been using multiple devices in each clinic to facilitate frontline operations previously. Various devices include a standalone printer, fax machine, and scanner. With a fast-growing network of clinics over the past years, more devices are required to smoothen operations.



It has become more complicated to manage the different devices in silo. Apart from that, there is a need for frequent usage of A5 size paper to print prescriptions, medical certificates, and invoices.

Besides backend operations, front facing services are also vital to Q & M Dental group. With a vast network of clinic and ongoing frontline operations, they cannot afford to have a long downtime on their devices, causing delays to their customers.



#### **Brother's MFC-L2770DW Laser Printer**

**Business-class print and copy speeds of up to 34ppm, fast first-page-out of less than 7 seconds, and excellent mono print quality for sharp, clear text, charts and images.**

**With automatic 2-sided printing, you can easily set all print jobs to print on both side of the document unless otherwise stated, cutting down on your costs and paper waste by up to 50%.**

**It combines wireless and mobile printing, scanning and copying capabilities to deliver office-wide productivity that you can count on.**

## **The Solution**

Q & M Dental Group was introduced to Brother MFC-L2770DW. It resolves the issue of having multiple devices to meet operation efficiency. Our printer helped to reduce the cost of replacing multiple devices overtime and the hassle for device management. It helped enhance the workflow by having a streamlined single multi-function device.

To tackle the frequent use of A5 documents, Brother device is able to configure the default input tray size to A5 Paper. Thus, helping to resolve the fuss of selecting paper size every time a document is to be printed. This would in return help improve the operational productivity.

A service agreement was also proposed to Q & M Dental Group for an express response time, to trim the downtime faced by the clinic or customers, should any printer complication arise.

## **Testimonial**

Brother have the capability to resolve all our operational needs. Providing us with quality products and services. We have greatly benefited from streamlining our printing device, saving cost and improving operational productivity.

