

Case Study: Farplace Animal Rescue

Managed Print Services

Since implementing a managed print service with Total Business Group and Toshiba, Farplace Animal Rescue has improved efficiency and reliability across its shops. Paperwork now moves smoothly to the main office, downtime has been eliminated, and staff spend far less time troubleshooting printers.



A Managed Print Services case study with Total Business Group and Toshiba: Transforming Printing and Scanning for Farplace Animal Rescue

Farplace Animal Rescue was founded in 2002, beginning as a small, home-based rescue in Weardale. What started as a personal hobby quickly grew, and in 2008 the organisation registered as a charity. Over the years, Farplace has continued to expand, developing a dedicated animal care team of seven staff, managing extensive veterinary costs, and investing in land for wildlife habitat creation and horse rescue. The charity's site now includes woodland and fields, several stables, and a wildlife experience zone accessed by a public footpath, featuring a bird hide and a range of natural habitats.

To support its vital work, Farplace operates an extensive network of charity shops. From just two shops a decade ago, the organisation has grown to 38 retail locations across the North East, Wales, and the Midlands, with additional stores planned. These shops are the charity's main source of funding, making efficient operational processes essential to its continued success.

Overcoming the Challenges

As Farplace grew, the demands placed on its printing and scanning infrastructure increased significantly. The charity needed a reliable and cost-effective solution that could support both its central office and a geographically dispersed retail estate.



Reflecting on the challenges, Lindsay Burns, Deputy CEO at Farplace Animal Rescue, explains: “We had a very poor relationship with our previous print supplier. The service levels were inconsistent, consumables were expensive, and because there was no cohesive managed print contract, printers were often bought online and sent directly to shops for self-installation. That caused constant issues, as our shop teams aren't particularly technical.” These challenges resulted in considerable time being spent by head office supporting shops over the phone, unnecessary calls to external IT providers, and printers being returned to the main office that were later found not to be faulty. In addition, Farplace lacked visibility over its printing costs, making it difficult to manage budgets effectively.

Supporting Both Head Office and Retail

At the main office, Farplace carries out high-volume and high-quality printing that includes quarterly newsletters distributed to over 800 contacts, professional marketing materials, and thousands of annual Gift Aid letters required by law to be sent to donors. These activities create periods of intense demand, meaning the main office required a fast, reliable multifunction device (MFD) capable of delivering consistent quality during peak usage. Across the retail estate, each shop needs to print and scan finance paperwork and staff attendance documentation, on a daily and weekly basis. This information must be scanned and emailed to the main office as PDFs at the end of each day and week. The solution needed to be simple, reliable, and easy for shop teams to use, without the need for technical support.

A Tailored Managed Print Solution

Total Business Group worked closely with Farplace Animal Rescue to gain a full understanding of its operational requirements across both the main office and its retail estate. A detailed survey of printing and scanning needs was carried out at every location, ensuring the recommended solution would be practical, cost-effective, and scalable. Alan Rogers, Sales Director at Total Business Group, comments:

“It was important for us to fully understand how Farplace operated day to day, both at head office and in the shops. By surveying locations, we were able to recommend a managed print solution using Toshiba devices that were genuinely fit for purpose and easy for staff to use.” Based on this assessment, Total Business Group implemented a tailored managed print service using Toshiba desktop printers in every shop, enabling teams to print forms, scan paperwork, and send documents back to head office quickly and easily. A high-capacity Toshiba MFD was installed at the main office to support larger print runs and deliver the professional quality required for external communications. All devices were supplied, installed, and are fully managed by Total Business Group, including consumables and ongoing support.

Implementation and Rollout

The new solution was introduced in a controlled and well-planned manner. Total Business Group initially trialed the Toshiba devices in six shops before rolling them out across the wider estate. During the rollout, Total Business Group visited each shop to install the printers, ensure they were fully operational, and provide guidance to staff on how to use them. Scanning folders and workflows were configured in advance, making the process straightforward for shop teams and eliminating the need for involvement from the charity’s external IT provider. The transition was seamless, with no disruption to day-to-day operations and no technical issues for staff to manage.

Streamlined Ops and Measurable Impact

Since moving to a fully managed print service with Total Business Group and Toshiba, Farplace has seen significant improvements in efficiency and reliability. Daily and weekly finance and attendance paperwork is now transferred smoothly from shops to the main office, with finance teams confirming that previous delays and downtime have been eliminated.

While exact cost savings are difficult to quantify, Farplace now benefits from full visibility of monthly printing costs, allowing for better budget control. The charity has also avoided unnecessary expenditure, having previously spent £2,500 replacing printers that were often incorrectly believed to be faulty. Feedback on the Toshiba hardware has been excellent, with shop teams praising its reliability, speed, and ease of use since installation.

“What’s made the biggest difference is the amount of time we’ve got back. We’re no longer spending hours supporting shops or troubleshooting printer issues, and the paperwork now comes through consistently without delays.”

- Alan Diment, Office Manager



FARPLACE
Animal Rescue
Helping animals rejected elsewhere

Exceptional Support Every Step of the Way

Ongoing support from Total Business Group continues to play a key role in the success of the solution.

Communication throughout the ordering and rollout process was clear and proactive, and the support team remains easy to reach and responsive. Issues are resolved quickly and efficiently, and just-in-time toner delivery ensures devices remain operational without the risk of running out of supplies.

Lindsay concludes on the project: “Our experience with Total Business Group and Toshiba has been seamless, efficient, and highly professional. The managed print service supports our growth, improves operational efficiency, and has taken a huge administrative burden off our staff. We wouldn’t hesitate to recommend to any organisation looking for a reliable, fully managed print solution.”

About Total Business Group

Total Business Group are one of the largest, independent, North East Based suppliers of Photocopiers, I.T solutions, Telecoms and office supplies, established over 33 years ago. We pride ourselves on forming long term partnerships with our clients and look to identify opportunities to significantly improve your print environment and in doing so deliver substantial cost savings as well as service enhancements. The three core values that our company are built on are, honesty, expertise - in what we do and value for money. We believe that it’s the combination of highest quality print solutions with the technical support of our I.T team plus the high levels of service and support that makes Total Business Group a clear choice of business partner.

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