

# Mansell McTaggart Case Study

Embracing Change

***MANSELL  
McTAGGART***  
— Trusted since 1947 —

## 📍 LOCATION

Brighton & Hove

## 📅 FOUNDED

1947

## 🔑 KEY TECHNOLOGY

Toshiba Multifunctional Devices

## 💎 KEY BENEFITS

Reduced cost of ownership, improved print quality, reliability and service support.

## Introduction

Mansell McTaggart have a reputation as one of the south east's Premier Estate Agents, borne out by the testimonials received from many satisfied customers. Whether you need expert property advice, wish to sell your home or are looking for the widest selection of properties for sale in East Sussex, West Sussex and Surrey, Mansell McTaggart has been trusted by buyers and sellers since 1947 - through boom, bust and everything in between.

Following an introduction to Tom George by our Alliance Partner, Mark Shearing, we were asked to help improve the print solution used in the franchises that Tom owns with his business partners, in Hove, Brighton and Steyning. The company had a mixed fleet of manufacturers as part of the legacy of the operation which they inherited. ITDS was asked to provide a solution that would offer, improved print quality, reliability, ease of use, and value for money.

## The Challenge

Mansell McTaggart had reduced the number of printed pages across their branches. However, being a premier Estate Agency dealing with high-value premium properties, they needed a solution that would present their clients' homes in the best possible light.

Their existing legacy fleet was inconsistent across offices, making it difficult to maintain standards and control costs. Tom George and his partners required a single, integrated print solution that could not only deliver outstanding quality but also simplify workflows and ensure reliability.

## The Solution

IT Document Solutions presented the Toshiba e-Studio next generation of Multifunction Colour Print devices. The Toshiba solution has provided a print quality of the highest order and prints in a multitude of cut paper sizes, ideal for customer handouts and window displays.

The devices come with advanced security features such as "locked print" and "scan to email," ensuring data protection across all branches.

All service and support is provided through the ITDS Helpdesk, and the device is monitored using the built-in Toshiba ECC Remote Monitoring software. This technology proactively updates the service portal, automatically collects meter readings, and ensures consumables are replenished without disruption.

Throughout the contract period ITDS has committed to continuous improvement through proactive account management and adding value to our working relationship.







## The Results

Mansell McTaggart now enjoy a streamlined, high-quality, and cost-efficient print infrastructure across their Brighton, Hove, and Steyning branches. Staff are confident in the reliability of the technology, and clients benefit from professionally presented property materials that reflect the agency's premium brand.

### Tom George, Owner - Mansell McTaggart

"IT Document Solutions has transformed how we manage print across our branches. The Toshiba devices consistently produce outstanding quality, which is crucial for presenting premium homes to our clients. The proactive support means we can focus on our core business, knowing the technology is always working for us. Their account management has gone above and beyond; it's been a real step forward for our business."

### Jermaine Weeden, CEO - ITDS

"Partnering with Tom and the team at Mansell McTaggart has been a pleasure. We understood their need for a consistent, high-quality solution that would match their reputation as a leading estate agency. By deploying Toshiba technology and supporting it with proactive monitoring, we've been able to give them confidence, reliability, and peace of mind – while also delivering real cost savings. We look forward to supporting their continued growth."

