



MPSA
MANAGED PRINT
SERVICES ASSOCIATION

Managed Print Services 2018 Leadership Awards

Category: End User (Buyer of MPS)

Definition: An Organization that has a contract for the receipt of managed print services from a reseller, services provider, or manufacturer.

Thank you for your interest in the MPSA 2018 Leadership Awards. A ground-breaking and successful MPS-related project or product is only the starting point for an award-winning entry.

The much more difficult task is to **demonstrate** how and why your MPS program or services to the MPS market space was successful, ground-breaking or outstanding in the context of the Category for the award in the last 18 months.

There is an art to writing a convincing submission – clarity and relevance being a primary requirement! You then have to convince the MPSA Judging Panel that the contribution has been significant and, preferably, measurable. They will be unimpressed by a sales pitch or unsubstantiated assertions of success. They will be peers in your Category, so assume a good deal of understanding.

To assist in making sure all areas are covered, and that there is consistency in submission, there is a corresponding Submission Form for each category. To utilize this form, please go to the MPSA Leadership Awards section of the MPSA website, download and complete the relevant category submission form, then submit it to the email address noted. Members of the Board are available to advise you on what kind of submission would qualify as outstanding. Please use the same email for questions, and someone from the Judging Panel will respond to you.

Not everyone can win or be shortlisted, but no entry should fall down on the basics, so we enclose some guidelines on the scoring approach. Please use this information to help guide your responses.

Submission Process:

1. Complete the category Submission Form to explain why you should be an award winner.
2. Save the file using your company name as the file name.
3. Email to awards@yourmpsa.org.

Timeline:

- Submission forms will be available on the MPSA website starting February 1st, 2018.
- Submission deadline is March 16th, 2018.
- Within 2 weeks of submission: A member of the Awards Judging Panel will follow up with you to clarify any unclear points and contact any provided references.
- The Judging Panel will choose Category winners by April 6th, 2018.

The winner within each Category will be announced at:

ITEX | May 15-16, 2018 | Las Vegas, NV

Scoring Methodology

Core Capability (40% of Score)
<ul style="list-style-type: none">• Solution
<ul style="list-style-type: none">• Problem solving
Case Study (20% of Score)
<ul style="list-style-type: none">• End-user feedback
Differentiators: (40% of Score)
<ul style="list-style-type: none">• Differentiation

Section 1: Solution
Scope: The extent of the organization's MPS solution
Explanation: Explain the scope and depth of solution. Include evolution and timeline. Also include if managed in-house, outsourced, or a blend.
What would constitute a high mark to this Section? (Score 5)
A detailed overview of their solution, along with structured timelines and resources employed to support the solution and general understanding of their needs and how the solution addresses.
What would constitute a low mark to this Section? (Score 1)
Non-cohesive strategy, inefficient use of solution.

Section 2: Problem Solving
Scope: Identify and articulate the pain points that drove them to MPS (economics, environmental, inefficiencies, ongoing measurement and management of devices, environmental impact) and how they were being addressed inside the MPS strategy.
Explanation: What are the issues/goals of their solution.
What would constitute a high mark to this Section? (Score 5)
Clear and concise process along with questioning techniques that uncovered the needs and addresses them with a comprehensive MPS engagement and program.
What would constitute a low mark to this Section? (Score 1)
Lack of detail and/or sophistication.

Section 3: End-User Feedback
Scope: End-user testimonial explaining the before and after effects of the MPS engagement.
Explanation: Independent client feedback where a quote is provided supporting and confirming the value of what was provided.
What would constitute a high mark for this Section? (Score 5)
The name of the client, organization and the ability for the judges to speak directly with them for confirmation. The contact would have to show complete independence and be free from any incentives to provide an exceptional reference. Testimonial includes complete stages of MPS and measurable effect on multiple levels inside their organization.
What would constitute a low mark for this Section? (Score 1)
Client testimonial includes incomplete and detached stages of MPS resulting in nominal impact on their organization.

Section 4: Differentiation
Scope: Unique MPS project approach that stands apart from the standard or typical MPS delivery in your region.
Explanation: An improvement to a process or approach through the use of technology, process or solution that changed the way the program was implemented.
What would constitute a high mark to this Section? (Score 5)
Combined and innovative use of communication, change management, technology and human resources to solve pain points which provided a successful delivery.
What would constitute a low mark to this Section? (Score 1)
Levels of innovation that are not as creative, unique or cohesive.