



MPSA
MANAGED PRINT
SERVICES ASSOCIATION

*Managed Print Service
Framework Overview*

BACKGROUND

For many years during the 1990's and early 2000's office printing exploded with companies of every size. According to the Boston consulting group, consumption of cut sized paper (Letter/A4) had doubled between 1996 - 2003 in the United States. The doubling demand for cut sized paper coincides with the increasing shipments of printers throughout the 1990's. Multi-functional products were introduced in the 1990's, and laser printer shipment volume more than tripled by 2006.

For years, large, medium and small companies all over the world have provided printing to its employees. Employees perceived printing as low to no cost, easy to administer, and convenient to use. In most companies, the true cost and burden is hidden with multiple departments owning a portion of the total printing responsibility as it relates to ordering, maintaining, supporting and supplying the devices.

The office printing environment doesn't change on its own. Often times change is instigated when printing or the management of print devices becomes frustrating enough, there is an increasing demand for more, or the incumbent provider is challenged by another vendor. Managed print services is a way to help companies improve operational efficiencies as it relates to its management and use of office printing.

INTENT

The intent of this document is to outline most of the elements that you'll need to consider in developing your organization's Managed Print Services (MPS) program, as well as an accompanying framework by which you can select how best to implement MPS in your organization. This document's intended audience is an organization's project manager, IT lead, or team who will be evaluating MPS programs, proposals or preparing requests for proposals. While the introductory section document can benefit others within your organization to better understand the need and case for MPS; please utilize this document within your implementation team.

Much like your organization's printing environment is unique, all MPS programs are not created equal. Ultimately, the success of your MPS program will rely heavily upon the application of these considerations from initial scope to execution, and throughout the program's lifecycle. What are the goals and objectives to be achieved and solved with implementation of a managed print services program? This is the paramount question and can only be answered if you are well versed in what a managed print program can encompass. Therefore the best place to begin is with additional education.

The Managed Print Services Association (MPSA) defines MPS, as:

“The active management and optimization of document output devices and related business processes.”

What is the MPSA? The mission of the MPSA and its members is to address and optimize businesses' office document management while enhancing the growth, and efficiency of the MPS segment through advocacy, marketing, education, research, standards and a general community of interest. In order to reach these objectives, the MPSA provides market research and unbiased information like that contained in this document to empower end-users to make smarter decision regarding their MPS strategies.

What is the methodology used for this content? We have chosen a proven method and format of providing this information using the ITIL Framework Service methodology as a guide. This is a technical tool that is used by some of the more robust IT environments in that elements of a solution are categorized in a uniform method. The ITIL framework provides best practices, which an organization can adopt or adapt in order to realize the IT service management objectives of aligning IT services with the current and future needs of the business, improve quality of services and reduce the cost of providing services. We have pushed the technical terminology into the footnotes and have proceeded herein with mid-level descriptions.

The five core areas cover each stage of the “solution” lifecycle from the initial definition and analysis of business requirements in Strategy and Design, through migration into the live environment within Transition, to live operation and improvement in Operations and Continual Process and Program Improvement.

STRATEGY

The achievement of strategic goals or objectives requires the use of strategic assets. The guidance shows how to transform service management into a strategic asset.

DESIGN

Guidance on designing services, along with the governing practices, processes and policies, to realize the strategy and facilitate the introduction of services into the live environment ensuring quality service delivery, customer satisfaction and cost-effective service provision

TRANSITION

Guidance for the development of capabilities for transitioning new and changed services into operations, ensuring the requirements of Service Strategy, encoded in Service Design, are effectively realized in Service Operations while controlling the risks of failure and disruption.

OPERATION

Guidance on achieving effectiveness and efficiency in the delivery and support of services to ensure value for the customer and the service provider. Strategic objectives are ultimately realized through Service Operations.

CONTINUAL PROCESS AND PROGRAM IMPROVEMENT

Guidance in creating and maintaining value for customers through better design

The information offered below is organized into the five distinct services delivery domains referenced above. Each service delivery domain describes the recommended best practices and follows the natural, chronological deployment of your MPS program. For instance, a topic under Service Strategy would be Demand Management. Some considerations of Demand management are then given to help you define the actual needs your MPS program.

We hope you find this information helpful in determining your needs, and wish you success in building, implementing, and ongoing refinement of your MPS program.