



## Executive Summary

### *Why did we create a Periodic Business Review (PBR)?*

The MPSA Education Committee has designed a practical “how to guide-book” that helps providers who deliver an MPS-led solution better prepare, manage and support a more disciplined transformation approach when implementing either a relatively simple or a more complex MPS solution to customers.

Feedback from our MPSA members indicated that many providers who are looking to establish and implement a Managed Print Services (MPS) contract, can lack the understanding, knowledge and readiness to effectively implement, support and manage many of the key business, technical and change management requirements necessary to support the customer’s changing business.

These essential requirements generally relate to a client’s environment and the impact that a client’s operating environment may change or be impacted by moving from a previous solution to a new MPS-led solution.

Therefore, regular, ongoing communication to all stakeholders must be a vital part of the design for any successful MPS implementation delivered. As the cadence can be fluid, we can only recommend regular Periodic Business Reviews. However, we would also advise you to call for review meetings whenever required.

In this Guide Book will we take a closer look at the following 3 key areas:

1. Strategy
2. Business and Financial Goals
3. People and Change
4. Deliverables