The Managed Print Services

Assessment Guidebook

MPSA
MANAGED PRINT
SERVICES ASSOCIATION

A high-level guidebook for service providers who want to learn more about conducting a strategic approach to a Managed Print Services assessment.

Managed Print Service Assessment

Contents

Purpose and Aim: Managed Print Services Assessment Guidebook

The purpose of the Managed Print Services Assessment guide-book has been designed to provide a high-level framework for conducting and managing a Customer engagement in the form of a managed print services assessment.

This guide is aimed at service providers who need to better understand the key elements that should be considered when a service provider is considering, undertaking or developing a core competence around a Managed Print Services Assessment initiative.

What is Managed Print Services (MPS)?

The Managed Print Services Association (MPSA) defines MPS as *"The active management and optimization of business processes related to documents and information, including input and output devices.*

Overview: Managed Print Services Assessment Guidebook

This high-level Managed Print Services Assessment guidebook was developed to assist a wide range of varying Print, Imaging, IT and Communication service providers who require a better understanding of how to conduct and manage a print, document workflow and managed services-led assessment for their end users.

As part of the MPSA charter, the MPSA is providing a high-level **"introductory"** guidebook as part of its ongoing education to teach how to approach a managed print services assessment in a consistent and robust manner.

MPSA utilised the skills, experience and insights of the members who volunteer their time and energy to be a part of the MPSA Education Committee. The goal of the Education Committee is to assist the ongoing growth and development of the industry.

There is an increasing focus on *digitisation* in respect to migrating paper and paper based processes into more digitally enabled work flow and business processes however this guidebook is focused on the physical assets and operational activities that impact a client's document printing requirements.

The MPSA is considering providing further in-depth training on how to conduct an MPS assessment in the future. The in-depth training would include a wider lens that would take-in and incorporate much of the digital application and integration requirements that businesses are looking to adopt as part of their internal digital transformation.