

# MPS Provider Best Practices: Break/Fix Service



**The Managed Print Services Association**

## The Managed Print Services Association (MPSA)

The mission of the MPSA™ and its members is to address and optimize businesses' office document management while enhancing the growth, efficiency, and profitability 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 community-driven best practices—like those contained in this document—to empower its members to make more informed decisions regarding their MPS strategies.

Earlier this year, the MPSA redefined Managed Print Services (MPS).

*“Managed print services is the active management and optimization of business processes related to documents and information including input and output devices.”*

– MPSA (Managed Print Services Association < <http://www.yourmps.org> >)

## Background

Providing break/fix service is an important profit driver for an MPS provider but is also a risk factor in that break/fix service is an area that exposes your customer to the greatest potential for dissatisfaction. Often, MPS providers do not fully understand or account for all of the costs associated with the management of break/fix service, resulting in erosion of profitability.

## Intent

Through collaboration with the numerous subject matter experts participating in the MPSA Standards and Best Practices Committee and those outside the organization, the MPSA has compiled a set of best practices. This document will offer MPS practitioners a set of written guidelines to help promote overall profitability while enhancing value for customers. As part of a broader body of knowledge, this specific set of best practices will center on break/fix service. This document is intended to help an MPS provider's leadership and operational management teams choose the best business model for designing, managing, and improving its break/fix service delivery. These best practices are inclusive of a well-run MPS business and should be applied broadly. However, each MPS provider must determine which of these best practices apply to their specific situation. Ultimately, the success of an MPS program will rely heavily upon the application of these considerations from initial scope to execution—throughout the entire lifecycle. As with all information, an MPS provider must determine the goals and objectives to be achieved and solved with the implementation of these best practices.

## Focus and Scope

While the scope of this document includes best practices for break/fix service in MPS engagements, the best practices and business model options presented here focus on cost and customer experience impact. In order to deliver an effective break/fix service offering, MPS providers need to ensure that they have an industry-standard measurement. We propose benchmarking any offering against Information Technology Infrastructure Library (ITIL) or Specific, Measurable, Aligned/ Achievable, Relevant, Time Bound (SMART) standards to provide the best service in the most affordable manner.

It is also imperative that an overarching core focus of a provider's break/fix delivery arm is being customer centric, with the goal to achieve the highest customer satisfaction at all times. This approach ensures that end users feel well serviced, and clients will be more willing to extend their contract with a service provider who understands their needs and delivers the appropriate service. In turn, the higher renewal rate bodes well for extended profitability for the organization, as the MPS provider is retaining clients and not suffering any revenue loss.

Notably, in the current age of MPS, break/fix has evolved from a simple reaction-based delivery mechanism to a pro-active support offering through the use of software on the network, which allows service providers to remotely monitor their clients' fleet and receive device alerts to learn of potential issues well in advance of the user. Supplemented with monthly meetings to report the events attended and the Service Level Agreement (SLA) achieved, future risk mitigation can be raised and implemented to achieve continued stability of the client's fleet on the network.