

Executive Summary

Today more and more customers are becoming increasingly aware of the significant business benefits that can be derived when they enter a well-executed managed print services (MPS) program.

Many of these customers are either entering MPS contracts for the very first time or are more seasoned clients entering into their second, third, or even fourth round of multiple MPS contracts. A small number of customers may be even beyond this number.

Likewise, the same is true for many of the MPS providers that market and sell a managed print services program. Some of these providers may already be well established and deliver a variety of MPS-led programs to the market now, whereas other providers may be only now about to offer their first managed print services program to the customer.

Therefore, regardless if you are a seasoned managed print services provider or a provider that is just beginning the journey of providing a managed print services program to your customers, everyone can gain by drawing on the benefits of knowledge and experience when industry leaders such as the Managed Print Services Association (MPSA) come together to innovate and collaborate.

The take-away from this process is that the MPSA has recognized the importance of providing a more practical “how-to guidebook” to help providers at all levels deliver a more consistent framework around a managed print services implementation.

The purpose of this “how-to guidebook” is to assist MPS providers to better prepare, manage, and support an MPS implementation. The “how-to guidebook” is designed to be tailored to support a relatively simple client requirement as well as clients who require a more disciplined and transformational approach for their enterprise MPS implementation.

Specifically, the MPSA wanted to provide a deeper understanding around the readiness (both provider and customer) required to implement, support, and manage many of the key business, technical, and change management requirements necessary to support the customer’s changing business.

As a customer’s business becomes more complex or diverse, they continually seek out providers who can deliver a provision of service that is adaptable and aligned to their business culture and ongoing business direction. At the same time, end customers also want a provider who can help reduce their level of risk and exposure as they maintain, grow, or transition their business operations.

The provider that best aligns with the customer’s goals and can demonstrate a well-constructed plan and communicative design that engages all key stakeholders will be better positioned than those providers that do not consider many of these elements.

Change Management

Implementing a Managed Print Services initiative means change. And change needs to be managed proactively in order to drive a successful MPS model.

As part of an MPS program we strongly recommend at least a basic Change Management strategy, ensuring executive sponsorship and a guided migration from existing to new processes for all users involved.