The Managed Print Services Association

MPS Provider Best Practices: Supplies Management

The Managed Print Services Association

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

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

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 community-driven best practices—like those contained in this document—to empower its members to make more informed decisions regarding their MPS strategies.

Background

As an MPS provider, supplies management is simultaneously your single greatest risk factor and profit driver in managed print services engagements. It is also an area that exposes your customer to the greatest potential for dissatisfaction. Often, MPS providers don't fully understand or account for all of the costs associated with the management of supplies and consumables, resulting in erosion of profitability.

Intent

Through collaboration with in the numerous subject matter experts participating in the Standards and Best Practices Committee, the MPSA has compiled this set of best practices. This document will offer MPS practitioners, like you, a set of written best practices that will aid you in promoting overall profitability while enhancing value for your customers. As part of a broader body of knowledge, this specific set of best practices will center on supplies management.

This document is intended to aid a MPS provider's leadership and operational management teams in designing, managing, and improving its supplies management program. These best practices are applicable broadly and should be considered inclusive of a well-run MPS business. However, you must determine whether these best practices apply to your specific situation.

Ultimately, the success of your MPS program will rely heavily upon the application of these considerations from initial scope to execution—throughout the entire lifecycle of your own MPS program. As with all information, you must determine the goals and objectives to be achieved and solved with the implementation of these best practices.

MPSA
MANAGED PRINT
SERVICES ASSOCIATION
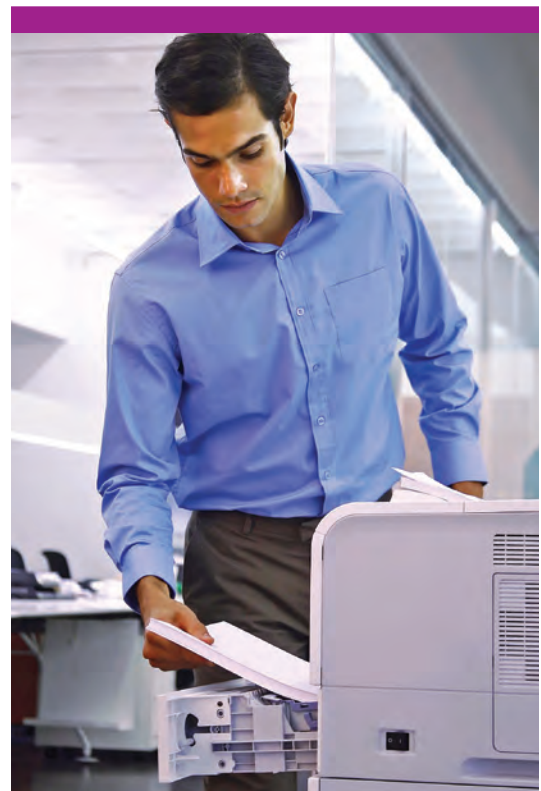
These best practices are suggested to help minimize cost exposure and improve customer experience, and are part of a larger body of work. Therefore, we encourage you, the reader, to consider these best practices as part of the entire body of knowledge made available through the MPSA.

Focus and Scope

What follows will focus on the best practices surrounding MPS supplies management, which span three core areas of the ITIL-compliant, MPS framework (see Managed Print Services Framework Overview):

- Service Transition (Implementation)
- Service Operations (Facilitation / Maintenance)
- Continuous Service Improvement (Optimization)

Combined, these three focus areas comprise what is known as post-sales operations. These elements span the requirements to implement, maintain, and continuously optimize the customer's MPS environment following contract signature.

As a reminder, 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.

MPSA
MANAGED PRINT
SERVICES ASSOCIATION