

Since 1998

Printing Specialist
Supplies Specialist
MPS Specialist



MPS Engagement - Essential guide

1

sales@officemax.ro

Ph/Fax: +40 21 529 88 55

WHAT DOES **MPS** STAND FOR?

The active management and optimization of business processes related to documents and information, including input and output devices

MPSA (Managed Print Services Association)

WHY YOU PROBABLY CANNOT AGREE TO **THAT** MPS NOW?

- Do you know your costs structure relating to printing?
- Did you provisioned costs for ASSESSMENT?
- Do you have a go for investment?
- Is your hardware already depreciated?
- Do you know what are the software constraints for documents flow?
- Did you already decided your future documents flow and optimal solutions for it?
- Do you need to adapt to regulations quickly that can impact your business? How often? How quick?
- Do you have a 3-5 year program for your business?



IF YOU ANSWER NO TO MOST

Start **revealing your costs**, your needs, your options and your budget constraints.

Do not engage in the most **fancy and irrelevant MPS** for your business. It will consume resources and adaptations will not be easy for 3-5 year timeframe.

Software is a big plus but for clear document flow setups.

But it also generates **numerous bugs** that are unpredictable, needs time and specialist hours to solve.

MPS contracts are generally concluded for 3 years-5 years period (depreciation time).

Do you afford a bad contract for 3-5 years?

4



AND STILL..... MPS IS THE WAY OF THE FUTURE

PROs

- Simple budgeting and scalability
- Costs can be easy to devolve
- Hardware, Service and Supplies issues solved
- Replacements / investments issues solved
- Operational costs decrease/ increase in direct relation with core activity of the organization
- No more harassing management for simple procurement/ service needs while internal customer is happier

Digitalization is here to stay

Digital document flow can reduce printing costs up to 40%



THEN WHAT IS THE PROBLEM WITH PRINTING?

It's simple, PRINTING IS A LOT OF TROUBLE!

- ❑ **Users just want printers to work**; click, print, scan NOW!
They don't want to read a manual just to print a page
- ❑ **IT** don't find printing interesting, **it's a drain on resources**;
boring problems that **take too long to fix**
- ❑ **Procurement** buy products; which model, how fast, how much, what is the difference between various options, **is there a need to specialize for this? Is stock really necessary?**
- ❑ **Finance** needs to **devolve costs** to departments and **decrease costs**
- ❑ **The company** needs **predictable budget, correct workflow** for printing related issues, value for money

6



3 WAYS TO ENGAGE TO MPS

EXTERNAL ASSESSMENT

Ask a specialist to assess your printing environment and design the proper solution

INTERNAL ASSESSMENT

Ask IT, Finance, Procurement, Facilities to use valuable time in assessing your print environment

Or

Just take the first step
select a Partner for the future



External assessment

- **NDA and Engagement letter** must be signed or assessment services based on a **contract tax** must be set
- **the Specialist needs access** to interviews with users, finance, procurement and IT and need the schematics of the buildings / information about locations
- The Specialist will then **propose a solution** based on data collected with information for Finance, Procurement, IT and, if required, Users.
- **The specialist is responsible** for the quality of the solution and delivery of the agreed results

Internal assessment

- One **Project Manager** will need to collect all information available from IT environment, Finance, Procurement, Users, and buildings administration
- **Ask a specialist** to design a solution based on the data provided, depending on the quality of this information bundle or
- **Ask IT** to design a solution or a RFQ requirements
- The Specialist will then **design or just respond to the solution** based on data received/requested
- **The specialist is not responsible for the quality of the solution.** It is responsible only for delivery of the agreed results based on the solution designed by the client organization

Take the first step (1st slide)

- **Select a Client oriented B2B partner with focus on printing in whom you come to TRUST** from transactional experience (supplies, hardware, parts, IT)
- **Insure allowing time contact between organization stakeholders and partner specialists** in order to evaluate the work flow and the real needs of the Client on the go
- **Start by adding** hardware, supplies, parts, service, waste, energy, location **costs** over a quarter, half year or 1 year time if possible; **you can ask the Partner to report it to you** if you buy transactionally from the same source
- **Identify all employees involved in managing the printing issues** (service incidents, supplies procurement, parts procurement, stocking/ release for consumption, budgeting, provisioning) and evaluate how much time they use on average for the same time reference. Use money measurement per hour.

*24h / quarter * 50 Eur/hour / employee = 1200 Eur/ quarter / employee involved
for example*

You will then begin to have a better idea about where the improvement really is and why it is important for the organization to handle it properly



Take the first step (2nd slide)

- Ask for counselling services from your partner for direction (what is appropriate for your organization) - no additional cost
- Engage with your partner focusing on strategic goals agreed upfront
- The partner will be responsible for delivering results; make sure you empower your IT and Partner of choice with the means to adapt and develop further improvements



COMMON MISTAKES TO AVOID:

- ✓ Do not focus on specs, technical details or brands but on **Specific Goals**
- ✓ Do not ask to respond with a similar solution as the one in place; that is an upgrade, not **evolution**
- ✓ Set your goals according to your organization **IDEAL** operational structure
- ✓ Announce upfront **development directions** of the company to be considered. It will ensure that the selected hardware will also be able to respond to **future needs**.
- ✓ Look for an engagement that insures **adaptability** to **seasonal change** in volume but also **allows** regular **growth** and also **downsize**. No downsize came without penalty. But it is essential for any management decision to know the costs upfront.

12

www.officemax.ro
sales@officemax.ro



Ph/Fax: +40 21 529 88 55