



Managed Print Services Association

How to Deliver Ongoing Success with Periodic Business Reviews

Presented by: Laurie McLevish

SDM Print Audit, Co-Chair – MPSA Education Committee



What is the MPSA?



The only international, independent and nonprofit MPS organization that embraces all industry participants in a collaborative environment



We provide a community of advocacy, marketing, education, research, and best practices



Our Mission is to address and optimize businesses' office document management while enhancing the growth, efficiency, and profitability of the MPS segment



What is MPS (Managed Print Services)

“MPS is the active management and optimization of business processes related to documents and information, including input and output devices.”



One Minute Challenge





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Quarterly Business Review (QBR)

Quarterly meetings with a current client
for the purpose of maintaining and
growing the relationship

FAIL



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Call it like it is!

Periodic Business R

‘periodic’ meetings v
and future business,
maintain and grow tl



Discuss past, current
support them to

Intent

Aim

Goal





- Service reports
- Response times
- Relationship
- Computer up-time
- Documents captured
- Product Delivered
- Security breaches
- Implementation
- Gallons of water
- Cases of coffee
- Opportunity
- Copy center employee statistics
- Etc, Etc.



- Current progress of the scope of work being delivered
- Milestones measurement against plan – contractual commitments
- Governance, compliance or regulatory requirements
- Project time lines, implementation schedules and project deliverables
- Financial budgets (ROI) and estimates as per agreed milestones
- Risk factors, roadblocks or project inhibitors
- Stakeholder engagement – including key sponsors
- Resourcing requirements – financial & human capital
- Sub project analysis - asset management register, device, technology and application software deployment, integration, security, Metrics (scorecard/dashboard), benchmark reporting, analytics, and billing details
- Transformational progress – cultural, location, optimization, digitization
- Resolution plans
- Marketing Communications
- Education & Training program
- Survey deployment (throughout the lifecycle of the contract/agreement)

Business & Financial Goals

Review
Current
Opportunities



Business & Financial Goals





Customer Health Report Card

- Customer engagement
- Historical customer relationship
- Benchmarking data
- Account Reconciliation
- Budgeting
- Savings
- Workflow improvements
- Fleet Optimization



Customer Health Report Card

Last Month's Totals

Total Devices
279

Number of Unique Models
41

Average Printer Age
4.53

Smart Alert Count
173

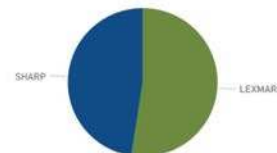
Smart Alerts Per Device
0.62

MACHINES IN FIELD OVERVIEW

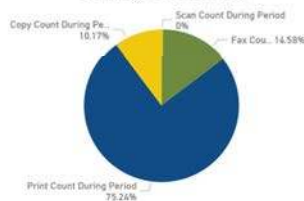
Average MPS Certification Score



Devices by Manufacturer



Counts by Device Function



Total Monthly Mono Count

123K

Total Monthly Color Count

751K

Customers

1



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Customer Health Report Card

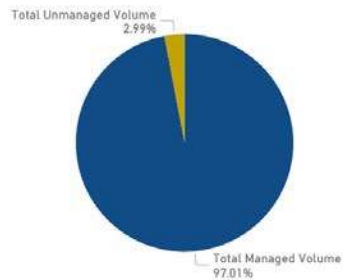
Unmanaged Color Revenue

1364

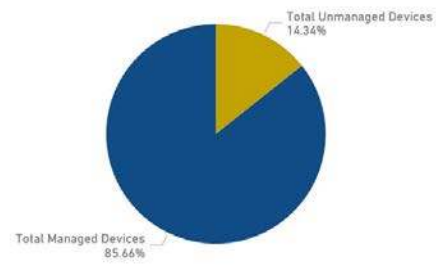
Unmanaged Mono Revenue

31.49

Managed vs. Unmanaged Volume



Managed vs. Unmanaged Devices



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Customer Health Report Card

PRINTER SUMMARY

Manufacturer	Model	Serial Number	MPS Certification Score	Age in Years	Black PPM	Color PPM	Mono Count During Period	Color Count During Period	Managed
BROTHER	MFC-8910DW	U63089F4N763962	5	4	42			1166	False
CANON	IR ADVANCE C5240	JRA08556	5	3	40	35	2077	3527	True
EPSON	WorkForce WF-3640	SEY387168	5	1	19	10			False
HP	LaserJet Enterprise MFP M527	MXBCJ1V0GW			43			3899	False
HP	LaserJet Pro M521	CN87J5709N	5	3	42				False
HP	LaserJet Pro M521	CN87J7FJHL	5	3	42				False
HP	Officejet Pro X576dw	CN52EJK03B	5	3	42	42	40	50	False
XEROX	Phaser 3250DN	MDX973717	5	6	30		0	576	False
BROTHER	DCP-7065DN	U62712F1NS82871	5	5	27			102	False
CANON	imageRUNNER 1435	RZJ11672			37			1629	True
CANON	imageRUNNER 1435	RZJ16598			37			1956	True
CANON	imageRUNNER 1435	RZJ16601			37			695	True
CANON	imageRUNNER 1435	RZJ16603			37			639	True
CANON	imageRUNNER 1435	RZJ16607			37			1397	True
CANON	imageRUNNER ADVANCE 500	QLL07180			52			11858	True

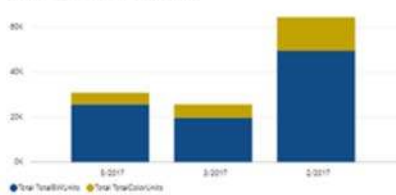


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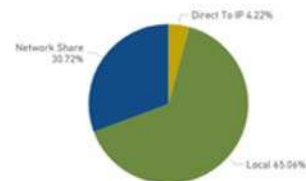
Customer Health Report Card

DEVICE DATA

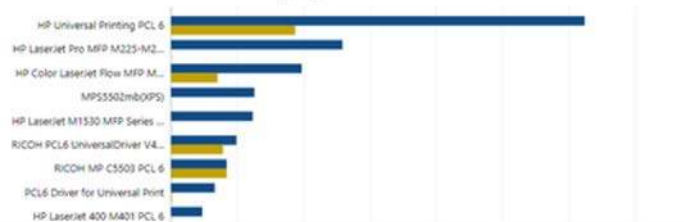
Total Pages Printed by Month



Printer Class Breakdown



Total Pages by Printer Model



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Human Capital

People
Processes
Communication





Demographics	Rate of Processes
Growth	Sponsorship
Corporate Changes	Employee Changes



- Remind of 'Future State'
- Review Roll-Out
- Evaluate Adoption
- Cultural Changes?
- Identify Resistance
- Action Steps
- Restate 'Future State'
- Distribute Information
Email, Flyers, Intranet, Newsletters, Dashboards
- RAH RAH Sessions
- Surveys
- Provide Feedback



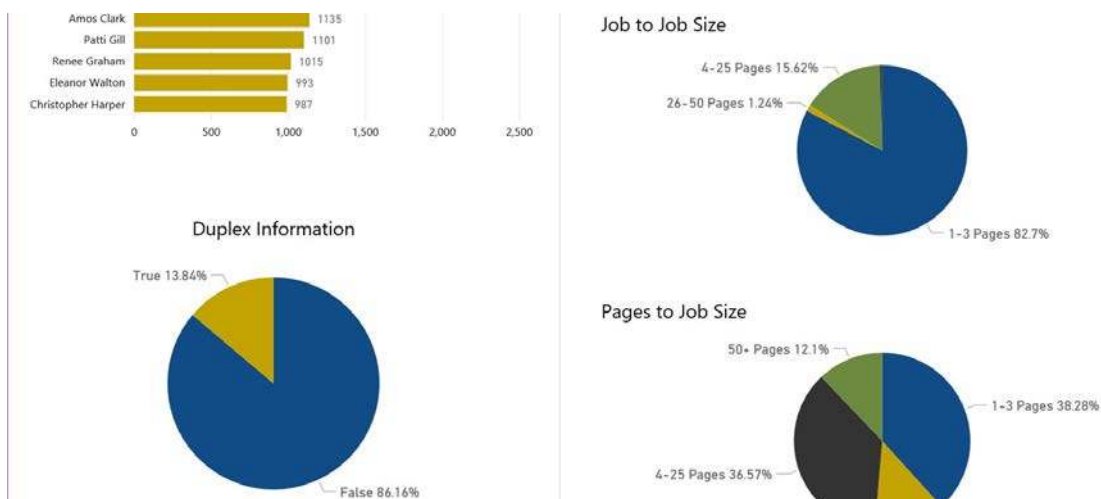
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Customer Health - Adoption



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Customer Health - Adoption





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Customer Health - Adoption

\$ COST DATA

Total Printing Costs

\$7,721

Color Cost/User

\$21.79

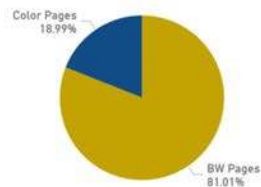
Mono Cost/User

\$12.67

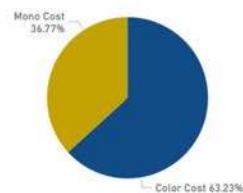
Total Cost Per User

\$34.47

Color vs Mono Printing



Color Cost vs Mono Cost



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Deliverables

- **Relevant**
 - Attendees
 - Detailed
 - Preferred format, in person
 - Cadence
 - Satisfaction
 - Large group annual versus small group quarterly
 - Standardized format
 - Establish Roadmap
 - Pretty Charts & Graphs
 - General Office Imaging Trends
 - Internal Company Trends
 - Vertical Specific Trends
 - Dashboard Metrics, Dynamic
 - Other Solutions, Remote
 - Measurement Against KPI's
 - Outline Issues & Plan to Solve with Timeline
 - New Services
 - Current NEW Opportunities
 - Set Timeline
 - User Trends (Device, Software, etc)
 - Frequency of Future Meetings

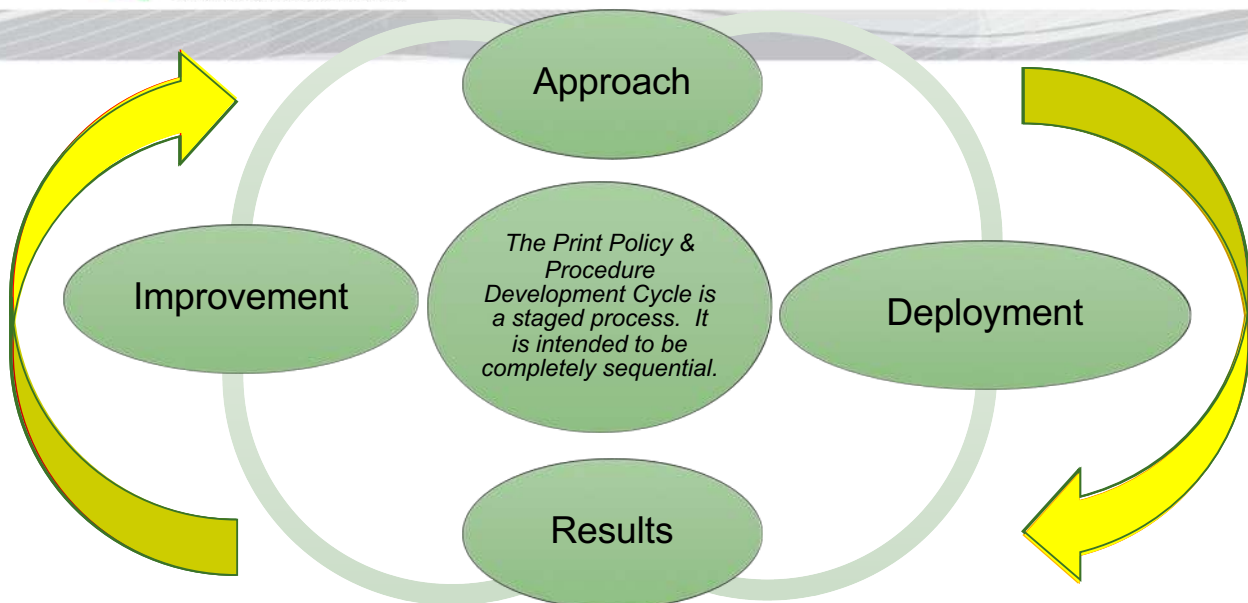


Success Tips

- Implementation Schedule
- SOW
- CRM
- Reports
- Compensation
- Consistent Documentation



Success Tips





Thank you! Questions?

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