Ed McLaughlin

CEO Valderus

Transformation

Topics

- What is happening to Pages?
- What happened to MPS?
- IT Services the future?

I've Got a Question.

We hear all this talk about change and transforming, but to what and how?

How do these changes align with my existing core KBIs?

Are the processes compatible?

Are the reward metrics constant with my existing reward systems?

Do we possess, ***at least***, the minimum level of knowledge to create value for my customer?

What are the trends in the markets affecting the services that are my future opportunity?

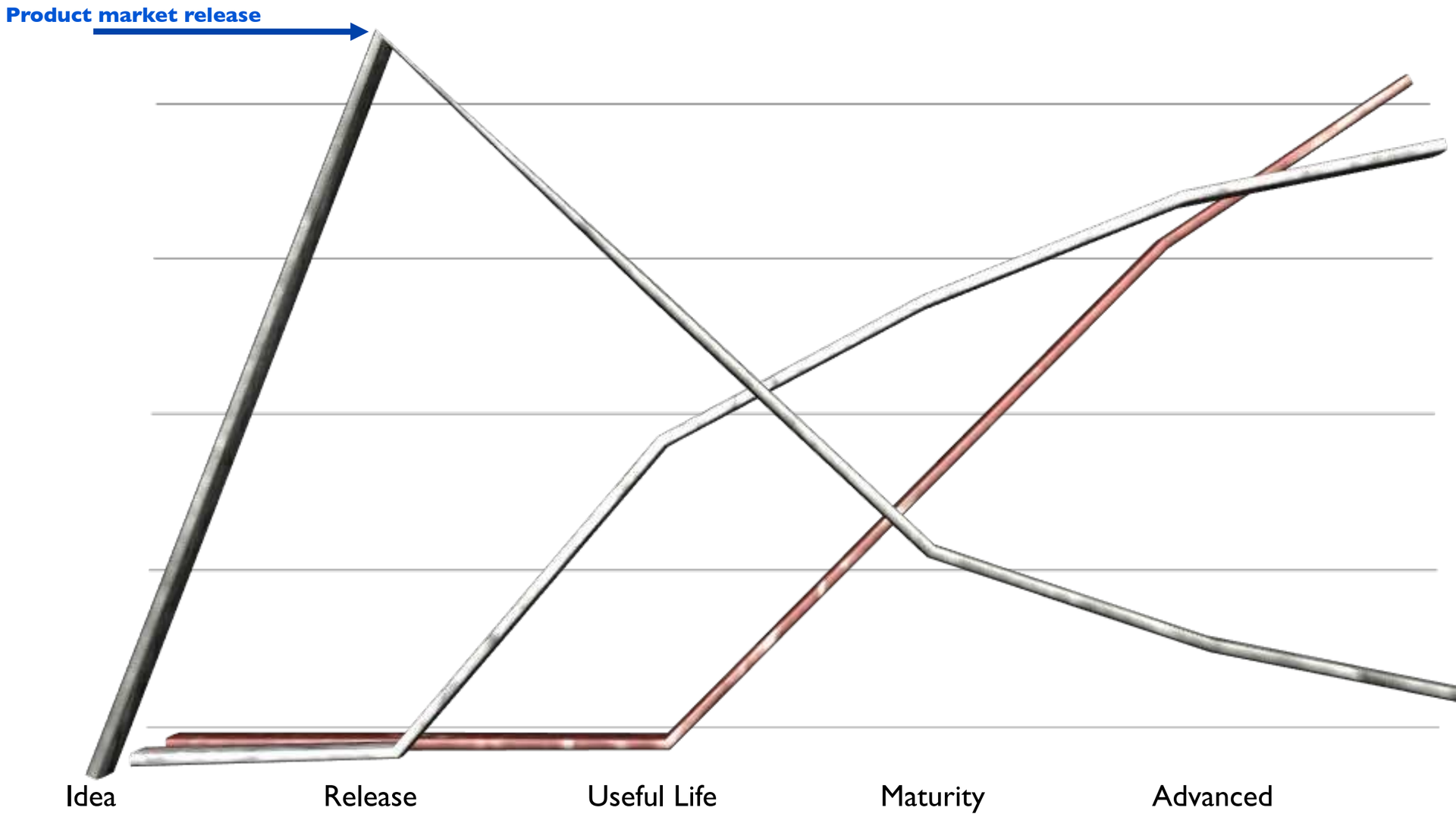
Am I ahead or behind those trends?

Is the Sky really falling?

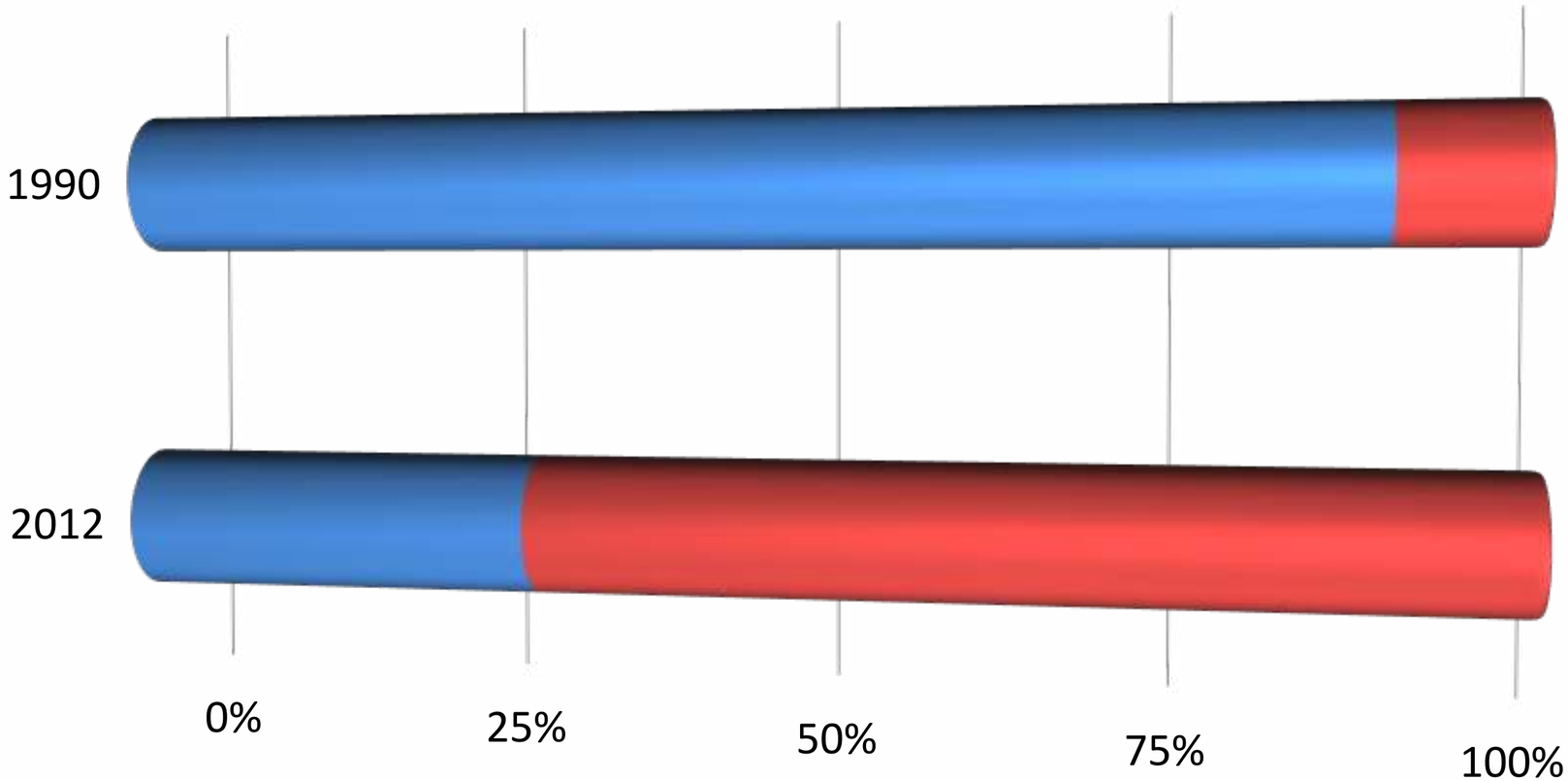
Aimersoft
trial version

Trends

Product Value Life Cycle



Page Output



Page Trend Is moving closer to the point of need

MPS

IT Services

Services = Knowledge

The Cloud

Cloud ERPs

Acumatica
Experience The Freedom of Cloud ERP

NETSUITE

IBM

PLEX
SYSTEMS

The Future of Service

Predictive Service: Driving Down Cost of Service, Increasing Value

Reactive: Emergency Service Call
High Cost, Low Value, Downtime

Preventative: Scheduled based on volume

Predictive: Scheduled/Automated
based on analytics/intelligence
High Value, Lower Cost,
Need to support large fleets

Cost of Service

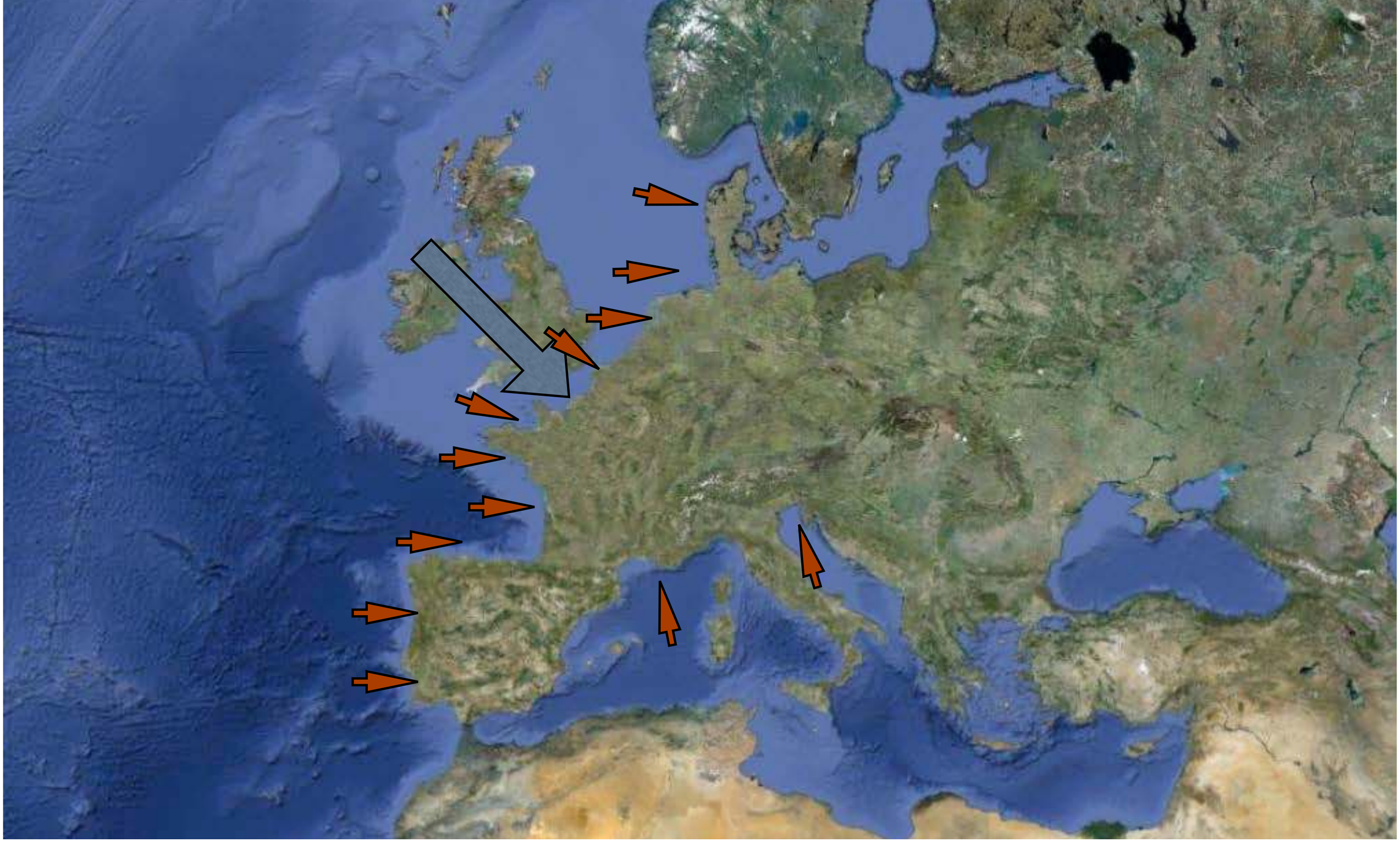
Value to Customer

Reacting to Chicken Little's advice has Consequences

Aimersoft
Trial version

It's About Accounts, and Account Knowledge !

Focus



Thursday, June 13, 13

MPS

Managed Print Services

Let's Talk!