MPS 2.0

The Who, What, When, Where, Why & How of Monthly Billing

Mark Hart | Executive Director of Business Development & National Accounts

Question…

Who coined the term MPS?

The History of MPS

1987 SmartPrint founded
1998 FMAudit founded
1999 Print Audit founded
2003 Toshiba acquires first MPS account
2003 PrintFleet founded
2004 Print Tracker founded
2005 FlexPrint founded
2008 North America accounts for ½ of the total global MPS market
2009 MPS Association founded
2011 ECi acquires FMAudit, HP acquires Printelligent
2012 Xerox acquires Laser Networks
2012 Lexmark named to leaders quadrant of Gartner's MPS Magic Quadrant
2016 Print Audit recognized as MPSA's top MPS Software Provider
2018 MPS 2.0 - EVOLUTION

Question…

What's your definition of MPS?

Managed Print Services

The process of managing and optimizing printers, output, and the people and processes that support these devices.

Source: managedprintservices.com

Matthew Schotten – VP, Managed Print Solutions for ImageNet Consulting

"I hate that question as so many people try to define MPS with a datasheet or a marketing brochure but in reality no two MPS engagements are the same."

John Lopez – Director, Solutions Sales Milner Inc.

" Honestly MPS is one of the most misunderstood and misused services in our industry today."

Another Question…

Has MPS been positive for the copier industry?

Managed Print Services Revenue

2016

$36.2 BILLION

Source:
IDC – Worldwide and U.S. Managed Print and Document Services and Basic Print Services Forecast Update, 2017-2021

Phil Boatman – Director, Business Alliances for Lexmark International

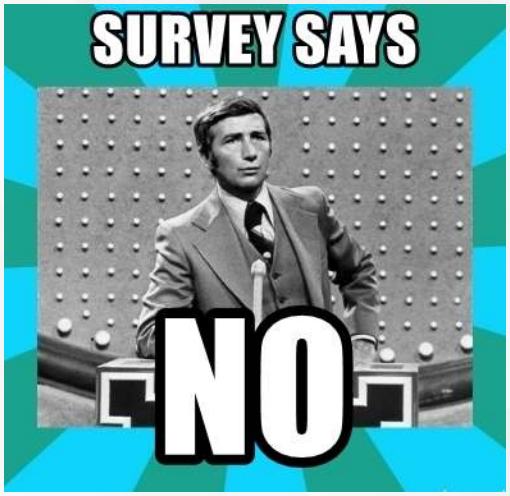
"I feel that MPS has been ***neutral*** for our industry. For those dealers that have invested in dedicated personnel, with a defined MPS pay structure, to manage their programs have prospered but the others it's just not in their sweet spot."

Matthew Schotten – VP, Managed Print Solutions for ImageNet Consulting

"***Negative***, MPS has commoditized the market and driven down the toner cost for my A4 printers."

Another Question…

So, will MPS Survive?


SURVEY SAYS
NO

GATEWAY TO SUCCESS
BTA

EVOLUTION.

GATEWAY TO SUCCESS
BTA

Southwestern Bell Telephone

NOV 29 84 **BILL SUMMARY** PAGE 1 314 724 4401

CURRENT CHARGES DUE BY DEC 27

LAST BILL			34.67
PAYMENTS			34.67CR
	ADJUSTMENTS	CURRENT CHARGES	
SOUTHWESTERN BELL	.00	21.68	
AT&T COMMUNICATIONS	.00	6.59 @	
** SUB-TOTALS	.00	28.27	28.27

AMOUNT DUE 28.27

99 36 3147244401 568 0201 0213 770010 000000000 000002827 07

See Reverse

THANK YOU FOR PAYING BY MAIL

Southwestern Bell Telephone

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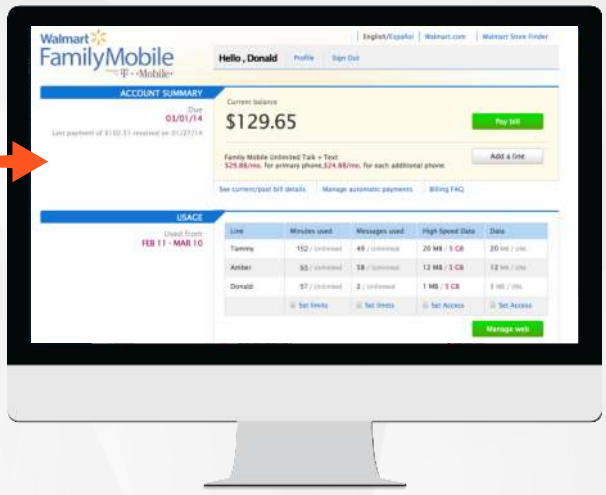
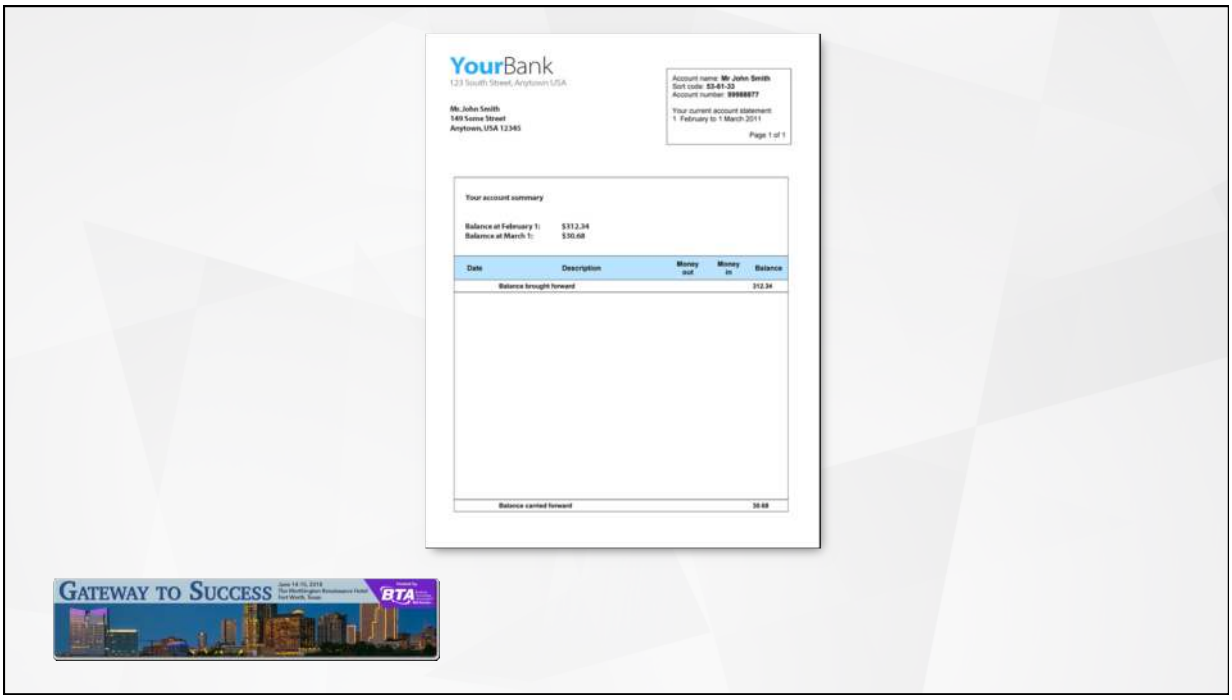
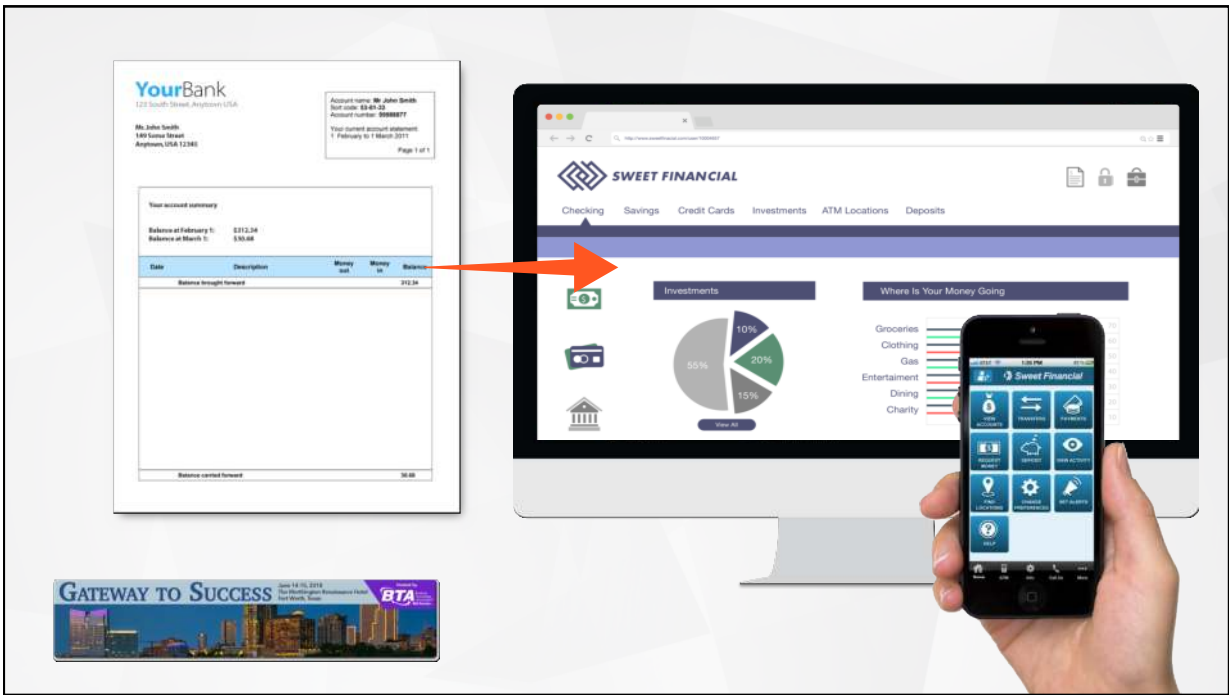



YourBank
123 South Street, Anytown USA
Mr. John Smith
149 Some Street
Anytown, USA 12345
Your account summary
Balance at February 1: $312.34
Balance at March 1: $30.68
Date
Description
Money out
Money in
Balance
Balance brought forward
312.34
Balance carried forward
30.68
GATEWAY TO SUCCESS
BTA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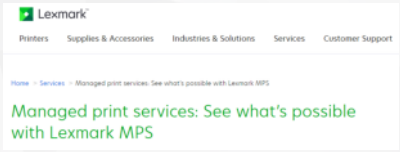
SWEET FINANCIAL
Checking
Savings
Credit Cards
Investments
ATM Locations
Deposits
Investments
Where Is Your Money Going
10%
20%
15%
55%
Groceries
Clothing
Gas
Entertainment
Dining
Charity
Sweet Financial
GATEWAY TO SUCCESS
BTA

Another Question…

So, How can BTA Dealers Evolve?

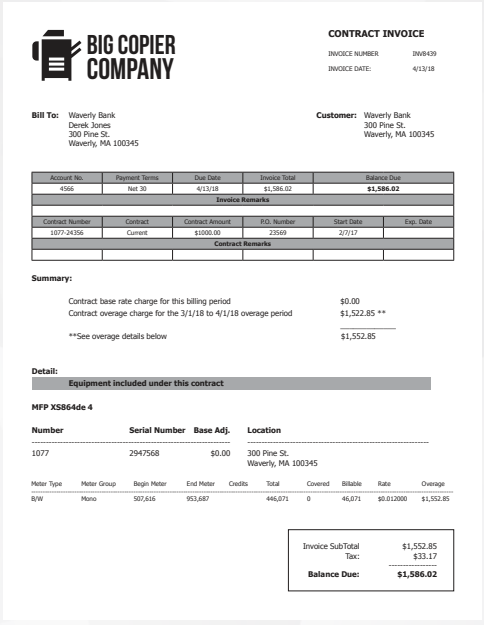
IDC: Managing your printers & supplies can reduce your overall printing costs up to 20% or 30%.



Data Collectors – Device Management

Meter Reads
Automated Supply Reorder
ERP Integration
Service Alerts

MPS Invoice



BIG COPIER COMPANY

CONTRACT INVOICE

INVOICE NUMBER INV8439
INVOICE DATE: 4/13/18

Bill To: Waverly Bank
Derek Jones
300 Pine St.
Waverly, MA 100345

Customer: Waverly Bank
300 Pine St.
Waverly, MA 100345

Account No.	Payment Terms	Due Date	Invoice Total	Balance Due
4566	Net 30	4/13/18	$1,586.02	**$1,586.02**
Invoice Remarks				
Contract Number	Contract	Contract Amount	P.O. Number	Start Date	Exp. Date
1077-24356	Current	$1000.00	23569	2/7/17	
Contract Remarks					

Summary:

Contract base rate charge for this billing period	$0.00
Contract overage charge for the 3/1/18 to 4/1/18 overage period	$1,522.85 **
**See overage details below	$1,552.85

Detail:

Equipment included under this contract

MFP XS864de 4

Number	Serial Number	Base Adj.	Location
1077	2947568	$0.00	300 Pine St. Waverly, MA 100345

Meter Type	Meter Group	Begin Meter	End Meter	Credits	Total	Covered	Billable	Rate	Overage
B/W	Mono	507,616	953,687		446,071	0	46,071	$0.012000	$1,552.85

Invoice SubTotal	$1,552.85
Tax:	$33.17
Balance Due:	**$1,586.02**

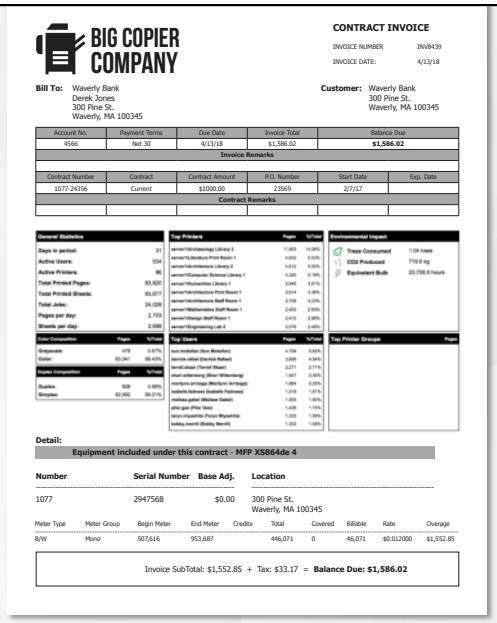
Data Collector + Print Management

Print Management – User Management

Who's printing?
What is being printed?
When is the busiest time for printing?
Where are the jobs being printed?
How are the jobs being printed?

User Management →

Device Management →



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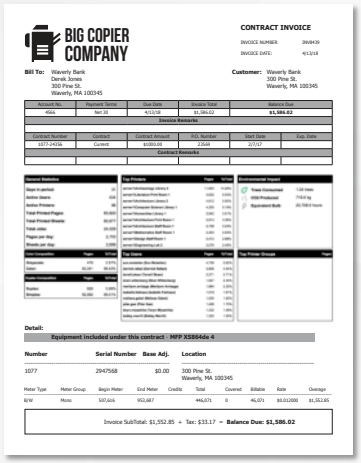

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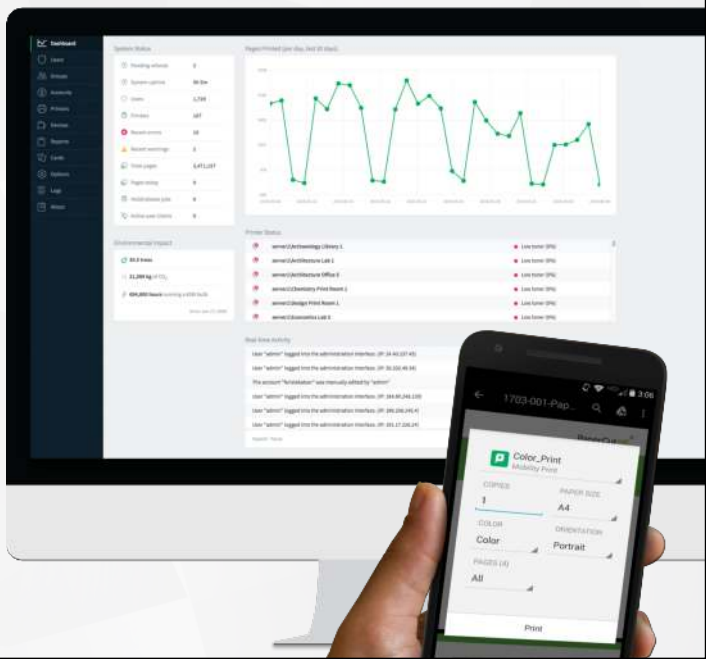

Final Question…

So, How would you Redefine MPS?

Managed Print Services Revenue

2016 **$36.2 BILLION** → 2021 **$47.9 BILLION**

Source:
IDC – Worldwide and U.S. Managed Print and Document Services and Basic Print Services Forecast Update, 2017-2021

Matthew Schotten – VP, Managed Print Solutions for ImageNet Consulting

"Our MPS offering is not a noun but rather an active verb as its always changing based on the customer needs. We contract everything for our customers which includes Security SLAs, Software, Solutions, Workflow along with their Printing needs ."

John Lopez – Director, Solutions Sales Milner Inc

"MPS is a Service that we have evolved beyond just printing… Now its simple, a customer calls Milner Support and we take care of their needs, period!"

"Services"

Printing/Copying/Faxing Managed IT Infrastructure Security
Content Management Toner Service Alerts
Desktop Software Management Managed Network Environments

Managed Services Market

2017 **$152 BILLION** → 2022 **$257 BILLION**

Source:
Managed Services Market – Global Forecast to 2022,
Markets and Markets, 2017

MPS vs. Managed Services

2021 **$47.9 BILLION** → 2022 **$257 BILLION**

It's Your Choice.

Questions.