

The secrets to a successful managed print service

Your MPS checklist

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Overview

It can be hard to know where to start when you're looking to move to a managed print service or switch your existing provider. Especially if you have multiple sites, all with their own unique needs. It may feel like a big risk to take.

According to the latest Quocirca MPS Landscape report, many business leaders feel their MPS has failed to deliver on its promises. However, there is a clear demand for the benefits MPS offers such as digital transformation and improved security and sustainability. Finding the right partner is key, as is asking them the right questions.

To ensure that your vendor can provide a solution that delivers against your objectives, we've put together this short checklist for each stage to help you get the resolutions you need.



Starting the process

One of the first things you need to consider is your business goals around print. Is efficiency the most important thing? How about sustainability?

And that's just the beginning. We believe it's best to think about it in three stages: **Assessment**, **Transition** and **Optimisation**. These are essentially the before, during and after of your switch to MPS.

If you're unsure of the answers to any of the following questions, we have MPS experts on hand who can help you with advice and audits around your current set up



1

Assessment

Assessment is all about getting a detailed understanding of your current situation to enable you to create the perfect plan for the future. These are the important questions to answer to establish your requirements:

- How many key processes in your organisation require printing?
- Could your business perform at its best with print unavailable?
- What would this prevent you from doing? And, how much would this cost the business?
- Do you have multiple locations, and do the needs of your locations differ?
- Do any of them operate outside normal working hours?
- How do people currently use your printers?
- Do you have expensive print behaviours such as extensive colour printing?
- Do you take advantage of two-sided printing?
- Do many documents end up getting left on the printer and thrown away?
- Which hardware and software is important for everyday business?
- Do you have any of your own applications that you want to integrate with your print set-up?
- Are there any new functions you want to introduce with your managed print service, such as pull-printing, pre-defined workflows or user identification?

It may be difficult to get the answers to all of these questions, especially if you don't currently have managed print or if your current provider is less than transparent.

However, the responses are crucial for establishing a proper managed print service. A good supplier will make sure they understand the unique needs of your business. At Brother, for example, we use rigorous asset audits and user surveys to understand your current print behaviour and requirements.





Once you know your requirements you need to make sure your chosen provider can deliver them.

The potential disruption involved with change can often be off-putting for those looking to switch to a new provider. That's why it's vital to identify in advance any potential issues in the transition phase (even just a few hours of downtime can have a big business impact).

Make sure that everything you need can be easily supplied and every objective met or exceeded. Once you have this right, you can concentrate on ensuring your switch to a managed print service is smooth, efficient and trouble free.

It's understandable that company-wide IT change can be a little unnerving, especially if you're considering taking on the whole task yourself. A well-managed changeover really will enhance your print processes. Using PRINCE2 qualified project managers, as we do at Brother, is a good way to ensure a smooth, well thought out transition.

With experience of delivering into businesses of all sizes, across multiple sites, we're in a great position to help. We have seen all elements of the transition process before so we can foresee and advise on things which others may not consider.

2 Transition

Readying the answers to the following questions should help you avoid problems when you come to implementing a new managed print service:

- What do you see as the key risks that need to be managed as part of your transition to a managed print service?
- Which processes are most crucial to protect?
- Can you mitigate these risks effectively?
- Are there any days or times when installation can't take place?
- Are there any third parties who need to be involved in the transition?
- Do you need your equipment all at once or rolled out gradually across the organisation?
- Do you have plans for storing new technology during rollout?
- Will staff need training on new equipment?
- Do you need help providing this?
- What will happen to your old equipment?
- Will it be used elsewhere or disposed of?
- How does this affect your sustainability targets?





3

Optimisation

One of the great things about a managed print service is that it isn't just an 'install and forget' solution. You can tweak and improve your service to better fit your objectives.

- ❑ What if your requirements change in the next few months and years – for instance, several new locations open?
- ❑ Would your solution be flexible enough to adapt?
- ❑ What if staff have difficulty adapting to the new technology?
- ❑ How will you make sure everyone is making the most of your service?
- ❑ What if your software or equipment fails? How will this be dealt with?
- ❑ How will you ensure your service delivers the cost savings and other objectives you expected?
- ❑ How will you ensure enough print capacity for all locations?
- ❑ What if the print volume within locations changes?

Good communication is essential for MPS suppliers. It's important to have regular reviews with them to make sure your service is working as effectively as it can.

For example, Brother's ITIL-qualified service delivery managers work to review day-to-day demands and requirements, assessing your needs to ensure your MPS performs as well at the end of your agreement term as it does at the start. Keep communication lines open and don't be afraid to voice your concerns.



What to do next

Answering all of the above will put you in a great position to know exactly what you require, how it should be rolled out and continually optimised. If you need any assistance in answering any of the points, or identifying how the information can be found, we have assets, tools and an experienced, supportive team to help you better define your needs.

If you're ready to discuss transitioning to a new managed print service, speak to a **Brother expert today**. We'll guide you through the process and make sure all of your locations can make the most of all the things managed print has to offer.



brother
at your side

Contact us

brother.co.uk

Brother UK Ltd

Shepley Street, Audenshaw,
Manchester M34 5JD

Tel: +44 (0) 161 333 777 4444

E-mail: enquiries@brother-uk.com