



Service Delivery Excellence in MPS: Questions for your Services Provider

When looking at the factors that drive success in a managed print services engagement, organizations and their providers frequently focus on the devices being deployed. But one aspect that is often overlooked is service delivery excellence. What is service delivery excellence? Simply put, it is the superior execution of each phase, and each cycle, of the engagement.

At the end of 2015, IDC conducted a survey of large organizations in the U.S. and Western Europe that had carried out successful MPS initiatives. Respondents had been engaged with their MPS provider for a minimum of three years. Respondents were asked what factors contributed the most to the success of their MPS contracts. Almost half of respondents (46%) cited execution as the key to the success of the engagement.

We asked these respondents about the factors that were most influential in selecting their MPS vendor at the start of the initial contract. Then we asked them what would be the most influential factors in vendor selection if they were starting the process again, with 20-20 hindsight. The table below indicates the top ten factors in each situation. Items that are highlighted in bold and italics appear in one list and not the other.

At Start of the Contract

With Hindsight

1. Price of the contract

1. Clearly defined SLA

2. Ability to help us meet our sustainability objectives

2. Information and document security procedures

3. Service delivery infrastructure

3. Price of the contract

4. Information and document security procedures

4. Breadth of print and document services portfolio

5. Ability to manage our centralized, staffed print/copy center

5. Tools to enable employee collaboration

6. Breadth of technology portfolio

6. Breadth of technology portfolio

7. Flexible contract terms

7. Ability to help us meet our sustainability objectives

8. Ability to automate and optimize document intensive workflows

8. Delivery of consistent solutions and services globally

9. Breadth of print and document services portfolio

9. Ability to automate and optimize document intensive workflows

10. Delivery of consistent solutions and services globally

10. Ability to manage our centralized, staffed print/copy center

Organizations that are considering managed print services as a path to further optimizing their print and document infrastructure and workflow should consult the following checklist when evaluating managed print services providers. The checklist is intended to help your organization begin an active dialogue with prospective partners related to the process and expected outcome of an MPS engagement.

Ten Questions Organizations Should Ask Their Managed Print Providers

1. Do you have a good understanding of our print and document management objectives?
2. Do you conduct a detailed current state assessment that considers end user requirements and workflow as well as devices?
3. What is your assessment process, including technology, surveys, and interviews?
4. How do you develop the future state design?
5. What is the process to transition from the current state to the future state design?
6. What type of transition plan do you construct and what is included in the plan?
7. What type of training and change management activities support the transition?
8. What can we expect from you during day-to-day operations? What type of technology is included in your portfolio?
9. How do you ensure the continuous improvement of our print and document infrastructure and workflows?
10. How do you measure success and how do you keep our organization informed about performance against those metrics?

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