IS YOUR CURRENT MPS YOUR LAST MPS?

A great MPS should be a victim of it's own sucess

Many organisations are part way through an outsourced Managed Print Service (MPS) engagement, but where is it taking them? T360 would argue that the MPS should take them to a place where they no longer need it, and moreover a key objective should be to make it their last MPS.

This does not mean that they will not have a requirement to manage their document lifecycle / document infrastructure (whatever you want to call it). It simply means that they should no longer need to manage print. And why is that?

Photizo Group proposed a Customer Adoption Model that describes how the approach customers take to managing their printing environment should progress through four linked stages:

○   Stage 1: Control – control cost

○   Stage 2: Optimise – optimise fleet

○   Stage 3: Enhance – expand services

○   Stage 4:– Transform – business change

Each stage represents a natural progression from the previous stage, building on it and delivering additional benefits.

We will not go through these stages in detail so please see the following article by Ken Stewart if you want to know more: http://photizogroup.com/wp-content/uploads/2010/12/Advanced-Document-Services.pdf

The 'traditional' MPS engagement typically sits within stages 1 and 2 i.e. control costs and optimise the fleet of devices. This is often as far as many organisations progress (and often as far as many suppliers are able or willing to go!).

But to really get the maximum value from any print and imaging focussed managed service, the customer should be looking to use the engagement to progress through the adoption stages and away from a 'traditional' MPS; and ultimately away from print.

Customers must take a strategic view of their outsourced MPS engagement and have a vision of where they want to move to in the adoption model. They must look to use the engagement to move through the stages, delivering additional benefits as they progress.

Customers need to select a supplier that is capable and willing to support them to progress through the stages. Choosing the right supplier is critical as many are not able to support the customer moving beyond the first two stages. Arguably many do not want customers to move beyond these stages as this is where they have traditionally made their money.....but that is another story.

About transcend360

transcend360 provide independent and unbiased consultancy specialising in Managed Print Services (MPS). We provide services that support end user customers in the definition, procurement, delivery and management of an MPS, providing support throughout the complete contract lifecycle.

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