THE ULTIMATE GUIDE TO MANAGED PRINT SERVICES

A complete guide to understanding the big picture of your print environment and how you can reduce costs, improve productivity, optimize efficiency, and simplify your processes.

THE ULTIMATE GUIDE: AN INTRODUCTION

Many businesses and organizations require printed materials. Whether you are a small company that needs to invoice their customers, a lawyer who needs to print client documents, a marketing firm that needs to print art proofs, or even a university or school handing out learning materials to your students, printed materials are often a valuable part of what you do. But let me ask you:

Do you know how much that full color marketing brochure is actually costing your business?

What about the agenda notes for every Thursday sales meeting?

How about the 50 page report you print every month for your company meeting?

Printing costs add up...and for most companies, the cost of office printing (cost per printed page, routine maintenance, and service calls) is an unexplored opportunity for considerable savings.

Whether you are creating promotional materials and information for business meetings, or memos for your company, there are always more cost-effective ways of managing your printing needs.

If you find that your company seems to go through paper and toner at high-rates, seems to have high or uncontrolled printing costs, or just doesn't have a handle on printing efficiency, then perhaps it is time to consider managed print services (MPS) as a way to help your business streamline your print needs.

Here at Parmetech, we pride ourselves on our MPS experience and expertise; we have a long successful track record helping our clients reduce their print and copy costs while improving their security and processes. We've created the Ultimate Guide to Managed Print Services to give you a one-stop resource for everything you need to know about MPS. Read on to learn more about how MPS can save your business money and improve efficiency!

WHAT IS MANAGED PRINT SERVICES?

Managed print services (MPS) is a way of letting you, the business leader, take control of all of your business's printing requirements. It allows you to see what you are spending money on in terms of printing and also bring spending back into line with your company's printing budget.

When we say "printing," we are talking about all print outs that are being made directly by your staff, whether in the office or from a remote location. This includes all types of devices - from printers, scanners, copiers, and fax machines - whether they are for small or large work groups, and ranging from infrequent prints to daily, high-volume usage.

Printing costs consist of any consumables used in the printing process such as toner, drums, maintenance kits, and waste cartridges. Other costs incurred can include parts and labor associated with the breakdown and repair of a device. Then, of course, comes any IT services related to printing. This includes setting up drivers and managing access to the relevant printers from any terminals required, and all of the ongoing service desk support required to ensure that your devices are performing at their best.

Overspending and wastage in your company's printing could be quite costly to your business, and you need to know that you are not hemorrhaging money. Did you know that the average business eats up anywhere between 5% and 15% of its annual revenue on document costs?[1] Spending money on printing that is not necessary is not only problematic to the environment but is also a waste of your company's money, resources and, most importantly, time.

If you have unproductive printing habits within your team, then this is something that you should be looking to manage and nip in the bud. No matter the size of your organization, your printing infrastructure is vital and needs to be reliable.

SIGNS THAT YOU NEED MANAGED PRINT SERVICES

Buyer's Lab reports that 90% of companies fail to track printing costs.[2]

Managed print services can be a great benefit to businesses and organizations of all sizes. Of course, the bigger your company, the more chances there are of wastage, but quite often, smaller companies can easily fall into bad habits around their print management due to a lack of policies and procedures surrounding them.

The Gartner Group has found that many companies can potentially reduce their printing expenditures by anywhere from 10% to 30%.[3] Implementing better print management with a long-term MPS strategy will not only ensure that you are operating efficiently and productively, but help you to reduce operating costs as well.

There are many signs that your company could benefit from managed print services:

- You notice staff members with print outs of emails or other information that could quite easily remain in digital form

- You see members of your team printing off reams and reams of paper

- You see printouts of documents in color when really only black and white was necessary

- You see unclaimed documents left in the output tray when you go to use the printer

- Your supply closet has stacks of unused toner, possibly for machines you don't even have anymore

- You have invoices from multiple vendors for supplies, service, and hardware

- You run out of toner or ink and don't have a replacement supply

Bad habits such as these may seem small and trivial at the time, but when looked at across the entirety of your company, can amount to significant spending that could be avoided. With this high level approach, you can see the opportunity for improvements with efficiency and spending.

THE MANAGED PRINT SERVICES METHODOLOGY

We use a consultative approach to understand your current business environment including key objectives, challenges, technical infrastructure, and costs, in order to develop a long-term MPS strategy that streamlines everything related to printing. Through partnering with us, you will gain true visibility into the processes and costs associated with printing.

Our managed print services methodology is comprised of a four-step process:

1. Assess

The first step of our managed print service methodology is to perform a full and thorough audit of your business's entire print infrastructure. No solution can be properly designed without a true understanding of the environment. We use in-depth diagnostics and forensic print assessment processes to understand how your environment currently works - this includes usage and workflow trends. Once we have a complete picture of how your environment operates, we're ready to move to the next phase.
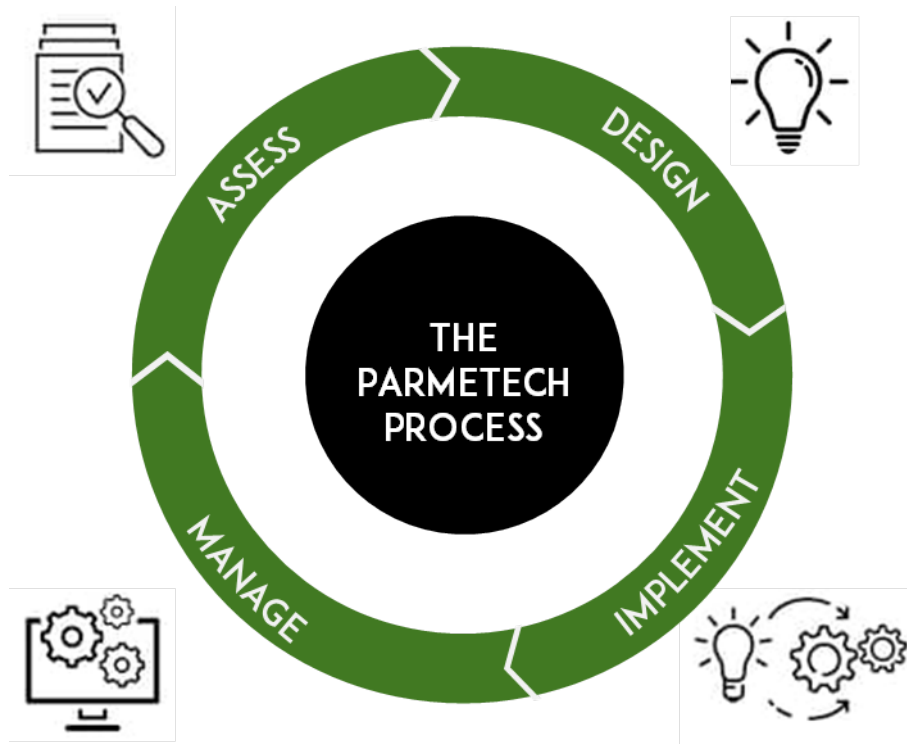
2. Design

From the information gained during this thorough audit process, we will use our decades of experience and expertise to design a custom solution that will meet your specific business needs. Our toolset allows you to easily see the differences between your current environment and the proposed environment, including the total cost of ownership (TCO).

3. Implement

The changes to your print services will then be implemented and managed by our team of industry experts. Our team will be on hand at every stage of this journey to make sure the transition to your new solutions is as seamless as possible.

4. Manage

Once implementation has been completed, that is just the beginning. We'll manage your new print environment and provide you with all the tools you need to make everything as easy and seamless as possible. As your business changes and grows, so will your print needs. We constantly re-evaluate your environment to ensure it evolves alongside your business.

THE BENEFITS OF MANAGED PRINT SERVICES

Printing operations, to be blunt, are most likely something you don't want to spend your time or energy worrying about. Having a seasoned partner who can take the reins will help you to realize all the benefits managed print services can provide for your organization.

Cost Savings + Budget Control

The primary benefit of managed print services is that you will reduce your overall print costs. This will mean savings in the amount of prints and supplies that you are using on a day-to-day basis. You will see printers being implemented in a more cost-effective manner as we find ways of optimizing your printing processes and eliminating unknown and uncontrolled print costs.

You receive one monthly, itemized invoice for the number and types of prints made by your devices. It's everything you need to review, reconcile, forecast and manage for your office printing budget. Cumulative data highlights any excessive or unusual activity so you can adjust device usage rules or even limit feature access if necessary.

Reduced Energy Use

In this day-and-age, we all need to take our environmental responsibilities seriously, and by taking advantage of managed print services, you will have the means of reducing your own environmental impact through greater energy efficiency and reduced paper waste.

Increased Uptime

Money is not the only saving that you will see with managed print services - you will also save time. Your business will improve overall productivity as a result of successful MPS implementation. You'll regain control of your company's printing - with full visibility of what is getting printed and by whom. You'll be able to control the security of printers, fax machines, copiers, and scanners. Plus, you will benefit from an automated replenishment of supplies, so there will be no more waiting around for consumable orders to be placed and arrive.

Reduced IT Burden

Your IT personnel have enough going on - they don't need to be burdened with the added responsibility of having to fix the printer or copier. The average IT department spends 15% of its time responding to printing related issues including, but not limited to, user assistance, software compatibility and network connectivity. This is often a print cost many companies don't account for.[4]

With MPS, you can free up your IT resources for more critical business work than support and maintenance of print devices. According to IDC, 23% of help desk calls are printer-related.[5] Our helpdesk and team of certified service technicians provides on-site maintenance, service and remote technical support to ensure your devices are up and running when you need them.

Additionally, we typically remotely resolve 20% to 30% of service calls with our triage team, for simple issues such as clearing paper jams. With remote resolve, we can have you back up and running in a matter of minutes.

Remote Monitoring and Management

With MPS, we provide remote monitoring of your entire print fleet, whether you have one device or 10,000 devices. Never again do you have to keep track of your print materials and activities. Remote monitoring gives us full visibility into your fleet, and allows us the ability to anticipate problems proactively and take action accordingly, without compromising your security.

Scalable to Your Needs

No matter the size of your workforce, constant managed support means we've got you covered always – in your current state and as your company continues to grow and expand! Whether you need cost-savings on device acquisition, ongoing print costs, high-volume or high-coverage print capacity, we are able to design and manage a solution that matches your needs and helps you to successfully plan for the future.

UNDERSTANDING AN MPS CONTRACT

An MPS contract should be simple to understand. You'll want to make sure you know everything that is included in your contract before signing.

The agreement between you and your provider should cover the parts and servicing of your devices. For example, through Parmetech, a standard MPS contract includes all parts, labor, and consumables; the only supplies not included are paper and staples. Additionally, your device remains under an extended warranty for the lifetime of the MPS contract.

However, not all MPS contracts are created equal - some include just toner, others will include supplies such as maintenance kits, waste toner bottles, and drums. It is very important to understand exactly what supplies and levels of service are included in your contract.

Your MPS contract will also include a cost per click - a click is defined as one 8.5″ x 11″ page print. Managed print services are billed based on the number of clicks used per month, not the amount of toner used. For example, an 11″ x 17″ page print is typically billed as two clicks.

Most MPS contracts include a base charge for the device, which is typically billed either monthly or quarterly. Some base charges will include a certain amount of clicks per month, which is usually estimated off of your average monthly print volume, as well as a cost per click for any pages exceeding the included amount of clicks. For example, your base charge may be $50.00 per month, which includes 5,000 mono clicks, and a charge of $0.0150 for every click over 5,000. This type of contract is usually "use it or lose it" - meaning, you are not credited for included clicks that are not used.

Other MPS contracts have no minimum volume required, which means you pay for exactly what you print each month, and only this. So if you print 5,000 pages, you pay for 5,000 pages. If you print 500 pages, you pay for 500 pages. If you print one page, you only pay for that one page.

One way is not necessarily better than the other, however, it is important that you fully understand what each cost associated with your MPS contract is and what each of those costs includes before moving forward. You want to ensure your MPS contract fits best for your needs!

It is important to also understand how long your contract pricing is valid for. Most MPS contracts have a term ranging from one year to five years. After the initial term of the contract, it is common for the contract to automatically renew at an increased rate (to account for rising costs of supplies and parts for older devices). Understanding how long your pricing is locked in for will help you to forecast your true costs as well as decide what term length is best for you.
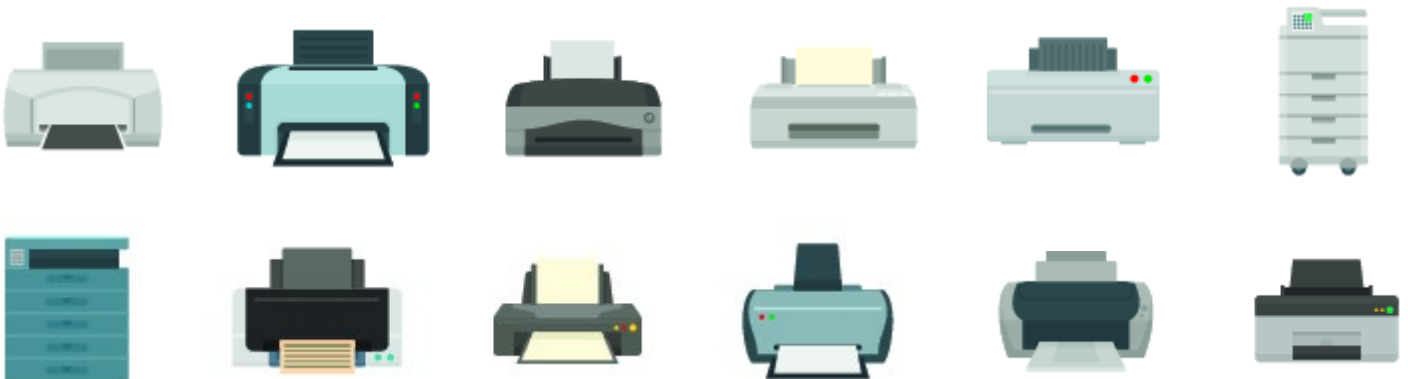
It is also nice to know your options. Depending on your environment, an advanced MPS program like what we've discussed throughout this guide is not always the best fit. For this reason, we offer a basic MPS program for any of our Xerox devices. While most printers come with a limited warranty, under the Xerox eConcierge program, your Xerox device will qualify for free lifetime repairs and simple supply monitoring and ordering - with absolutely no commitment. You simply sign up through our portal and download the Supplies Assistant app to your desktop at let us take it from there.

DEVICES ELIGIBLE FOR MANAGED PRINT SERVICES

The types of devices that are eligible for managed print services will vary based on the service provider that you choose.

By choosing Parmetech as your MPS partner, you are not required to replace your existing technology. There are a large number of devices that are currently eligible for managed print services, from brands such as Xerox, Lexmark, and HP (check out our list of eligible devices).

We offer a complimentary assessment to help you understand which of your existing devices should be put under contract and which should be considered for upgrading.

CHOOSING AN MPS PARTNER YOU CAN TRUST

When it comes to managed print services, you'll be inviting in a third party company and providing them access to your technology. You may have concerns that you will be putting your sensitive data at risk by allowing visibility to a managed print service provider.

Managed print services providers, like us at Parmetech, handle many different clients and have many years of experience working within the field. Your business will be handled with respect, and everything will be managed with sensitivity. We can provide testimonials from many esteemed organizations that have enjoyed the benefits of our services for a number of years.

Here at Parmetech, our mission is to optimize your business by reducing your operating costs and improving your productivity. We pride ourselves on designing solutions around the technology that best fits your business' needs, not just what's most expensive.

Parmetech is a Xerox Platinum Document Technology Partner and authorized service provider for Xerox, HP, and Lexmark. We have a strong reputation working within the managed print services industry - Parmetech was Xerox's first Master Elite-accredited MPS channel partner in the U.S.

GET STARTED WITH PARMETECH MPS TODAY

Whatever the size of your organization, there are many ways that managed print services will be able to help you to not only regain control of your printing, but also save you time, money, and ultimately transform you into a more efficient company.

If you are worried that your business is wasting money and time on inefficient printing, the experts at Parmetech are here to help your business get out of a 'jam' with our managed print services. Get started today with a complimentary print assessment.

References: 1, 2, 3, 4, 5 https://www.marconet.com/blog/6-stats-about-printing-costs-that-will-surprise-you

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