



# Exploring a Managed Print Services Program

## Getting Started with MPS

Congratulations! You are ready to start exploring a Managed Print Services (MPS) program for your organization. We will work together to create a tailored program to manage, optimize and improve your print environment over time. MPS is a journey – not a destination, and we'll be right there with you each step of the way.



Figure 1 – Getting started

## Introduction

We are pleased you are considering an MPS program. It will help you meet the goals of reducing the burden of supporting your print fleet while minimizing supplies inventory tasks. In addition, it has been our experience MPS clients realize cost savings and gain efficiencies in the workplace.

### Needs assessment

HP or your HP Partner will conduct a meeting to discuss the print management needs of your organization with your MPS stakeholders, or those who have responsibility for printing. Discussion topics will include:

- Creating a strategic print strategy to guide decisions about your print environment
- Managing your print environment as is and optimizing it over time
- Identifying software solutions for improving workflow and document management

### Print environment assessment

Next we will jointly engage in a print environment assessment documenting your current print fleet, including the make/model, office location and print volume for each device. Collecting this information is critical for proposal development, and serves as the springboard for recognizing cost savings and improved efficiencies.

The recommended way to complete the collection of needed data is to install a data collection agent (DCA). A DCA is a small application that pings all print devices within a specified IP Address range to collect device data and securely transmit the data to HP. The DCA pings only print devices and serves no purpose other than to gather the data described. Alternatively, manual methods for collecting device data can be explored; however, installing a DCA is required for most organizations to enable invoicing once MPS services are initiated. If your organization is considering proactive supplies replenishment and support, a DCA is required.

See *Learning Series – FM Audit Suite* or *HP Universal Device Agent Security Brief* to learn more about how a DCA works. Also see *Learning Series – Automatic Toner Replenishment* to understand this optional service and end-user requirements.



Figure 2 – Initiating MPS service and Ongoing Improvement

HP or your Partner will create a documented device list using the data collected from your own print environment. In some cases (depending on the size of the organization) it is also helpful to document the location of each device creating a current map of the print environment. A mapping exercise requires a separate statement of work and may incur additional charges.

**Baseline cost assessment**

The next important step we’ll take together is to document your organization’s actual spend for supplies, parts and consumables. This information helps our analysts approximate the current costs of your print environment. Once this information is gathered, we can create an overview of the total cost of printing for each engine type, using your own data.

**Proposal and agreement**

With a documented list of print devices and your consumable costs noted, HP or your Partner will prepare a compelling proposal comparing the current support costs of each device with the MPS offerings available to you, indicating the potential savings an MPS program can bring.

**What happens next?**

Several activities take place once a contract is signed to initiate service. A brief overview follows. A more detailed overview is provided in *Learning Series – You’ve signed an HP MPS Contract*.

**Onboarding**

As you initiate your MPS program, devices are entitled and receive a health check. Each is tagged with a printer sticker providing instructions for end-users to request supplies and service. If you order new devices at the onset of your MPS program, device training can be provided as needed. Depending on the scope of your MPS program, HP or your Partner will make recommendations to help you communicate expected end-user behavior including how to request supplies and service within the parameters of your new MPS program.

**Ongoing service & support**

Your end-users can start to request supplies and service immediately after entitlement tasks are completed. HP will start to manage the supplies and service needs of the print environment as is, and you will start to realize cost and time savings immediately.

**Customer business reviews**

Every three to six months, HP or your Partner will meet with you to review print fleet performance and service history. We will also be prepared to make recommendations for improving your print environment based on your print strategy goals. Analytical reports are shared providing visibility into the performance of your print fleet.

See *Learning Series - Managed Print Services Reports* for a glimpse at the reporting toolset used for customer business reviews.

**Optimization**

HP or your Partner will provide optimization recommendations during periodic business review meetings. Recommendations will include device repositioning, removal, retirement or replacement. We recommend a balanced deployment of devices including varying sizes of devices with differing capabilities to help meet the needs of all employees. Use case, printing tasks and device location are taken into consideration, along with print volume, need for color printing, media sizes, and requirements for finishing options such as stapling and booklet printing. Also, some employees or workgroups might benefit from having devices with solutions accessed directly from the device or supporting functions such as scan-to-cloud or pull printing. All of these factors play a role in the recommendations provided for optimizing your print environment.

**Solutions**

HP or your Partner will recommend software solutions to address two areas of focus concerning your print environment: Management and Security, and Business Productivity. HP has several solutions to address these focus areas helping you to realize significant cost savings. We also have strong partnerships with software companies offering solutions to fit specific industry requirements or departmental considerations. As we work together, you can trust HP and your Partner to recommend solutions to help your organization meet your print strategy goals.

## MPS is a journey – not a destination

Following this approach, HP will become your trusted long-term print advisor, in partnership with your HP Partner. This partnership is a powerful combination designed to help your organization understand the true value of an on-going MPS program.

The benefits you may realize from initiating an MPS program include:

- Improved cost savings
- Increased visibility of your own print environment
- Integrated solutions helping document and printing technology work together
- Expanded document management compliance
- Engaged and reliable break/fix service for your print devices
- Proven product reliability in HP print devices and supplies
- Reduced support burden for IT, procurement, and finance employees

## We help you manage business - not printers!

**For more information go to:**  
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