



The Ultimate Guide to

Managed Print Services

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Introduction

In the modern business landscape, the role of printed materials remains ever-present and vital, touching various sectors such as legal, finance, nonprofits, schools, and churches and other sectors where printing information is very critical. From producing invoices, legal documents, and marketing collateral to providing essential educational materials and religious publications, printed materials continue to serve as tangible conduits of communication and information. However, in pursuing these critical functions, businesses often encounter a silent yet substantial expense – *the cost of printing*. For example: How much does that seemingly innocuous full-color marketing brochure cost your business? Have you ever analyzed the expenses of printing weekly sales meeting agendas or those monthly 50-page reports for company-wide briefings? These are some of the questions businesses are finding hard to answer. Printing costs extend far beyond the surface-level expenses, encompassing variables like the cost per printed page, routine maintenance, and service calls.

The average employee costs \$725 per year because of their printing habits.

-Impact My Biz

For many businesses, these printing costs remain uncharted territory, representing untapped opportunities for substantial savings.

Whether you're a company crafting promotional materials for business meetings or producing internal memos, there are more cost-effective methods to manage your printing needs. If your business is consistently going through reams of paper and toner, grappling with uncontrolled printing expenditures, or struggling with printing inefficiencies, it may be the ideal moment to explore the transformative world of Managed Print Services (MPS).

1

Understanding the Significance of Managed Print Services (MPS)

In this document, we will dive into the relevance of Managed Print Services for your businesses. We will address the challenges of uncontrolled printing costs, equipment maintenance, and inefficient print management practices. Discover how adopting MPS can bring substantial savings and operational improvements to your organization

What is MPS?

To understand the significance of MPS, it's important to very understand what the term stands for and why it is relevant in today's business environment.

MPS stands for Managed Print Services. It is a comprehensive approach to managing and optimizing an organization's printing and document-related processes. MPS is typically provided by external service providers or managed print service provider, like CDS, and is designed to help your business gain better control over all your printing infrastructure, reduce costs, improve efficiency, and enhance document security.



key components and features of Managed Print Services

1. Assessment:

The first step in MPS is thoroughly assessing the organization's print infrastructure. This includes identifying all devices, understanding their use, and analyzing associated costs.

2. Optimization:

Once the assessment is complete, MPS providers work to optimize the print environment. This may involve consolidating devices, upgrading or replacing older equipment, implementing print rules and policies, and improving workflow processes.

3. Cost Reduction:

MPS aims to reduce printing-related costs significantly. This can be achieved by reducing unnecessary printing, optimizing device placement, and negotiating better contracts with suppliers.

4. Enhanced Security:

Security is a critical aspect of MPS. It involves implementing measures to secure printed documents and prevent unauthorized access to sensitive information.

5. Proactive Monitoring and Management:

MPS providers often offer ongoing monitoring and management services. They can remotely monitor the status of devices, automate supply replenishment, and proactively address technical issues before they disrupt operations.

6. Environmental Sustainability:

MPS initiatives typically include efforts to reduce an organization's environmental footprint. This may involve encouraging double-sided printing, reducing paper waste, and choosing energy-efficient devices.

7. User Education and Training:

MPS providers may offer training programs to help employees use printing resources more efficiently and promote responsible printing practices.

8. Reporting and Analytics:

MPS solutions provide detailed reporting and analytics on print usage and costs. This data allows organizations to make informed decisions and optimize their print environment.

9. Scalability:

MPS solutions can be scaled to meet an organization's evolving needs. Whether a company is growing or downsizing, MPS can adapt to changes in print volume and requirements.

10. Vendor Consolidation:

MPS often consolidates multiple vendors and contracts into a single, manageable agreement. This simplifies procurement and support processes.

2

How to know your organization needs Managed Print Services.

In today's dynamic business landscape, recognizing the signs that your organization could benefit from Managed Print Services (MPS) is crucial. As we delve deeper into your specific print optimizations needs, it becomes evident that businesses of all sizes, from small startups to established corporations, can fall prey to inefficiencies and uncontrolled printing costs.

According to Buyer's Lab, 90% of companies fail to track their printing costs accurately. While larger organizations may be more susceptible to waste due to their scale, smaller companies often face challenges in print management policies and procedures. The report suggests that companies can potentially reduce their printing expenditures by anywhere from 10% to 30% through improved print management.

So, how can you identify if your organization needs Managed Print Services? Below are some common signs to watch for:

1. Printed Emails: When you notice staff members printing emails or other digital information that could easily remain in digital form, it's a sign of inefficient print practices.

2. Excessive Paper Usage: If your team consistently prints excessive amounts of paper, much of which may go unused or discarded, it's a clear indicator of wasteful printing habits.

3. Inappropriate Color Printing: Instances where documents are printed in color when black and white would suffice to demonstrate a lack of cost-consciousness.

4. Unclaimed Documents: Finding unclaimed printouts left in the output tray is a waste of resources and a security risk.

5. Excess Toner Supplies: If your supply closet is stocked with unused toner, some of which may not even be compatible with your current devices, it's a sign of inefficient inventory management.

6. Multiple Vendor Invoices: Managing invoices from multiple vendors for supplies, services, and hardware can lead to inefficiencies and financial complexities.

7. Out-of-Stock Supplies: Running out of toner or ink without readily available replacements can disrupt your operations and lead to productivity losses.

Recognizing these seemingly minor printing habits is the first step toward addressing inefficiencies that can result in substantial spending when aggregated across the organization. By taking a high-level approach to print management, you can identify opportunities for improvement in both efficiency and spending.



CDS Managed Print Services help organizations of all sizes address these challenges, increase efficiency and reduce printing overhead.

3

The Managed Print Services. The CDS Playbook

Our approach to Managed Print Services (MPS) is built on a consultative process that aims to understand your organization's unique requirements, challenges, and objectives fully. By aligning our strategies with your specific needs, we ensure your print management solutions are tailored for success.

The 4 key phases of the CDS MPS journey



Access

Understanding Your Environment

The initial step in our Managed Print Services methodology is a comprehensive audit of your entire print infrastructure. No solution can be effectively designed without completely understanding the current environment. We evaluate your organization's current setup and needs. This thorough evaluation encompasses usage patterns, workflow trends, and device performance. We can proceed to the next phase once we gain a clear picture of your environment. Remember, no two MPS solutions or client needs are the same.



Design

Tailoring Solutions for You

Based on the insights gathered during the assessment, our team of experienced experts leverages decades of industry knowledge to design a customized solution that aligns with your business needs. Our toolset compares your existing environment and the proposed solution, including the total cost of ownership (TCO). We believe no two managed print service implementations are alike.



Implement

Understanding Your Environment

With the custom solution in place, we move to the implementation phase. Our team of industry experts ensures a smooth transition to your new print environment. We are committed to making this journey seamless, with minimal disruption to your operations.



Manage

Ongoing Management and Optimization

Completion of the implementation phase is just the beginning. We manage your new print environment, providing the tools and support needed to maintain seamless operations. As your business evolves, so does your print infrastructure. We continually reevaluate your environment to ensure it adapts to your changing needs.

By following this comprehensive playbook, we ensure that your Managed Print Services experience is optimized for cost savings, operational efficiency, and long-term success.

4

The Benefits of Managed Print Services

Managed Print Services (MPS) offer a myriad of benefits to businesses and organizations, particularly businesses in sectors with large volumes of printing. By partnering with us for your MPS implementation, you can access various advantages that positively impact your operations, finances, and sustainability efforts.



1. Cost Savings and Budget Control

The primary benefit of MPS is the reduction of overall print costs. This translates to savings in the number of prints and supplies consumed daily. With our expertise, we implement printers cost-effectively, optimizing your printing processes and eliminating uncontrolled print costs. You receive a single, itemized monthly invoice detailing the number and types of prints your devices make. This invoice provides all the information needed to review, reconcile, forecast, and efficiently manage your office printing budget. Cumulative data highlights any excessive or unusual activity, allowing you to adjust device usage rules or limit feature access if necessary.

2. Reduced Energy Use

In today's world, environmental responsibility is paramount. Managed Print Services enable you to reduce your environmental impact by enhancing energy efficiency and minimizing paper waste. By streamlining your printing processes, we help your organization contribute to a more sustainable future.

3. Increased Uptime

Managed Print Services not only result in monetary savings but also save you valuable time. With MPS implementation, your business experiences overall productivity improvements. You regain control of your company's printing, gaining complete visibility into what gets printed and by whom. Furthermore, you can manage the security of your printers, fax machines, copiers, and scanners effectively. Automated supply replenishment ensures you no longer have to wait for consumable orders, minimizing downtime and enhancing operational efficiency.

4. Reduced IT Burden

IT personnel already have a multitude of responsibilities. Managed Print Services alleviate the printer and copier maintenance burden, freeing your IT resources for more critical business tasks. On average, IT departments spend 15% of their time addressing printing-related issues, including user

assistance, software compatibility, and network connectivity. This often represents a print cost that many organizations fail to account for. With MPS, you can reallocate your IT resources to focus on more strategic business activities. According to IDC, 23% of help desk calls are printer-related. Our helpdesk and team of certified service technicians provide on-site maintenance, service, and remote technical support to ensure your devices remain operational when needed. Additionally, we can remotely resolve 20% to 30% of service calls through our triage team, efficiently handling simple issues such as clearing paper jams.

5. Remote Print Monitoring and Management

One of the critical features of our MPS is remote monitoring of your entire print fleet, regardless of its size, whether it consists of one device or thousands. You no longer need to keep track of print materials and activities manually. Remote monitoring provides comprehensive visibility into your fleet, allowing you and your MPS provider to proactively anticipate and address problems without compromising security.

6. Scalable to Your Needs

Regardless of the size of your workforce, our continuous managed support ensures that we are always there to support you, whether you're in your current state or expanding your operations. Whether you require cost savings on device acquisition, ongoing print costs, high-volume printing, or high-coverage print capacity, we have the expertise to design and manage a solution that matches your unique requirements. With our support, you can successfully plan for the future, knowing that your printing infrastructure is ready to scale with your business.

The benefits of Managed Print Services extend beyond cost savings, encompassing efficiency, sustainability, and operational excellence. By embracing MPS, you unlock a range of advantages that empower your organization to thrive.

5

Understanding an MPS Contract.

When considering Managed Print Services (MPS), it's essential to comprehend your service contract's intricacies thoroughly. Before signing an agreement with your MPS provider, you should clearly understand what is included in the contract and how it aligns with your organization's needs.

An MPS contract covers various components, each contributing to the overall service quality and cost. At CDS, our standard MPS contract includes all parts, labor, and consumables required to maintain your devices, excluding only paper and staples.

Additionally, your devices remain under an extended warranty during the MPS contract. However, it's essential to recognize that not all MPS contracts are identical. Some MPS contracts may only include toner supplies, while others encompass a more comprehensive range of supplies, such as maintenance kits, waste toner bottles, and drums. Understanding what is included and not included in your contract is crucial to avoid unexpected costs and ensure that the contract aligns with your organization's needs.

One of the central aspects of an MPS contract is the concept of "cost per click." A click refers to a single 8.5" x 11" page print. Managed print services are billed based on the number of clicks used per month rather than the amount of toner consumed. For example, an 11" x 17" page print typically incurs charges equivalent to two clicks. In most MPS contracts, there is a base charge for the device, which is typically billed monthly or quarterly. Some base charges include a specified number of clicks per month, often estimated based on your average monthly print volume. A cost-per-click fee applies for any pages exceeding the included click quota. This contract structure is often "use it or lose it," meaning you do not receive credits for unused clicks included in your base charge.

Other MPS contracts offer a more flexible approach with no minimum volume requirements. In such contracts, you only pay for the exact number of pages you print each month, nothing more. If you print 5,000 pages, you pay for 5,000 pages. If you print 500 pages, you pay for 500 pages. You're billed for that single page if you print a single page.

Neither approach is inherently superior to the other. However, it's vital to thoroughly understand the associated costs within your MPS contract and what each cost entails before making a decision. This level of understanding ensures that your MPS contract aligns seamlessly with your organization's needs and budget.

Equally important is knowing the duration for which your contract pricing remains valid. Most MPS contracts have a term that ranges from one year to five years. Following the initial contract term, it is common for contracts to renew automatically, often at an increased rate, to account for rising costs of supplies and parts for older devices. Understanding the duration for which your pricing is locked in enables you to forecast your actual costs effectively and select the most suitable contract term length for your organization.

It's essential to explore your options thoroughly. Depending on your specific environment and needs, an advanced MPS program may not always be the best fit, such as the one we've detailed throughout this guide. Therefore, understanding the nuances of your MPS contract is critical to making an informed decision and ensuring a seamless partnership with your MPS provider.

Selecting the right Managed Print Services (MPS) contract is crucial for achieving your organization's goals of cost reduction, improved efficiency, and streamlined document management. Here are key factors to consider when evaluating an MPS contract:

1. Service Level Agreements (SLAs): Clearly defined SLAs are the backbone of an MPS contract. They should specify response times for service calls, uptime guarantees, and resolution times for technical issues. Make sure SLAs align with your organization's needs and expectations.

2. Flexibility and Scalability: An ideal MPS contract should be flexible and scalable to adapt to your changing requirements. It should allow for adjustments in device volumes, services, and support levels as your organization evolves.

3. Total Cost Analysis: Beyond the initial contract price, consider the total cost of ownership, which includes ongoing maintenance, supplies, and other hidden expenses. Ensure the contract outlines all associated costs transparently.

4. Device Selection and Management: The contract should specify the types and brands of devices included in the MPS, taking into account your specific needs. It should also outline how new devices will be added or replaced.

5. Proactive Monitoring and Reporting: Look for contracts that include continuous monitoring of your print environment and regular reporting on device usage, maintenance, and cost analysis. These insights are essential for optimizing your MPS.

6. Security and Compliance: Security is paramount. Ensure that the contract addresses document security measures, compliance requirements, and data protection standards relevant to your industry.

7. Environmental Considerations: If sustainability is a priority, discuss how the MPS contract can help reduce paper waste, promote energy-efficient devices, and contribute to eco-friendly practices.

Vendor Management: Understand how vendor relationships are managed within the contract. Determine whether the MPS provider is responsible for liaising with equipment manufacturers and other third parties.

User Training and Support: Evaluate the availability of user training and ongoing support for employees. An MPS contract should offer resources to help staff use printing resources efficiently.

Contract Length and Termination: Consider the contract's duration and termination clauses. Ensure you have options for renegotiating or exiting the contract if your needs change or if service quality is not met.

Data Ownership and Transition Planning: Clarify who owns the data generated by your MPS and what happens to it when the contract ends. A transition plan should be in place to ensure a smooth shift to a new provider or in-house management.

Performance Metrics: Establish clear performance metrics and Key Performance Indicators (KPIs) that both parties can track to ensure that the MPS is meeting its objectives.

Legal and Compliance Review: Legal and compliance departments should review the contract to ensure it aligns with the organization's legal and regulatory obligations.

References and Reputation: Research the MPS provider's reputation and ask for references from their existing clients to gauge their track record of service delivery.

Exit Strategy: Plan for contract termination or renewal well in advance. Ensure that the contract outlines the process and responsibilities for the end of the agreement.

Choosing the right MPS contract involves thorough consideration of these factors to ensure a successful partnership that meets your organization's unique needs and objectives. It is advisable to consult with your internal stakeholders and possibly engage legal counsel to review and negotiate the terms before finalizing the contract.

6

How to choose the right MPS Partner.

Selecting a Managed Print Services (MPS) partner is a pivotal decision for your organization. When you engage an MPS provider, you entrust them with access to your technology infrastructure. Consequently, it's natural to have concerns about data security and the level of trustworthiness you can attribute to your chosen MPS partner.

Here are several factors to consider when choosing an MPS partner you can trust:

1. Reputation and Experience:

Begin by evaluating the reputation and experience of potential MPS providers. A provider with a long history of successful MPS implementations will likely have the expertise to meet your organization's needs.

2. Security Measures:

Inquire about the MPS provider's security measures. Ensure that they have robust data security protocols to protect your sensitive information.

3. Client References:

Request client references from the MPS provider to gain insights into their track record and the experiences of other organizations they have served.

4. Customization:

Assess the provider's ability to customize MPS solutions to your unique requirements. A trusted partner will tailor their services to meet your specific needs.

5. Technology Compatibility:

Verify that the MPS provider's solutions are compatible with your existing technology infrastructure. Compatibility issues can lead to operational disruptions.

6. Support and Maintenance:

Inquire about the provider's support and maintenance services. Ensure they offer timely support and have a reliable team of technicians to address any issues promptly.

7. Data Privacy:

Discuss data privacy and confidentiality measures with the MPS provider. You should clearly understand how your data will be handled and protected.

8. Scalability:

Evaluate the provider's ability to scale their services as your organization grows. A trusted MPS partner should support your evolving needs.

9. Client-Centric Approach:

Look for an MPS provider that prioritizes the client's needs and offers a client-centric approach to service delivery.

10. Transparent Communication:

Effective communication is critical to a successful MPS partnership. Ensure that the provider maintains transparent and open communication channels.

10. Financial Stability:

Assess the financial stability of the MPS provider. A financially stable partner is more likely to provide consistent and reliable services.

11. Service-Level Agreements (SLAs):

Review the SLAs offered by the MPS provider. SLAs should clearly define service expectations and response times.



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