

Re-Evaluating Your MPS Contract?

## 5 Questions to Ask Your Next Managed Print Services Provider to Ensure You Have a Future-Fit Fleet

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When developing a Request for Proposal (RFP) for Managed Print Services (MPS), it's important to carefully consider the needs of your organization to ensure that you find the right vendor. Here are five key considerations to include in your MPS RFP:

### **Question 1:**

## **Do they support both office-based and remote working?**

You will need to be able to manage your company's printers from a central platform regardless of whether employees are working in the HQ office, branch offices, or at home. Therefore, choosing an MPS solution that gives your IT teams complete accessibility to print expenses and usage is vital to help the IT team manage the billing of the entire fleet under a single contract.

Furthermore, the service should also enable employees that work from home to set up their office printers in any location and automatically restock printer cartridges when they run low. This will result in saving time that is otherwise spent on manual ordering and expense reports.





## Question 2:

# Do they consider the wider security approach of the organization?

Printers are one of many office tools that organizations rely on. To protect your network from hackers, your MPS security should be as strong as the security strategy of the wider organization.

When choosing an MPS vendor, look for one that has factored in security aspects at the firmware, hardware, software, and cloud-connections levels while maintaining an understanding of how your print environment sits within the IT infrastructure of the organization.

A technology provider that can give expert security advice and consider security across your entire fleet of office tools, not just printers, is ideal.

## Question 3:

# Are they cloud-ready?

Cloud-based technology and solutions must be prioritized in the workplaces of the future. Increasing improvements in sophisticated digital platforms call for hardware and software to follow suit.

Printers sit at the midway point between physical, paper-based workflows and the digital world. Your print environment needs to be cloud-compatible to move seamlessly with other technologies.

When seeking out an MPS vendor, ask if its printers are created to function within a large enterprise endpoint environment based on cloud infrastructure, with cloud-connected workflow solutions to go along.





#### Question 4:

## Will they help me achieve my sustainability goals?

Many organizations with climate change in mind are committed to environmental sustainability goals. Your vendor network should also be an important aspect of that sustainability plan. Regarding your print services vendor, ensure that they are certified carbon neutral, whether it monitors its sustainability impacts, and whether it has been investing in socially conscious projects.

#### Question 5:

## Will they support me in developing an outcomes-based improvement roadmap for the future?

Your MPS provider should aim to understand your business aims and priorities before matching you with solutions, services, and hardware.

A hands-on MPS provider should have regular planned business reviews with key members of your organization such as IT decision-makers, Chief Information Officers, and other relevant stakeholders. This ensures everyone is united on the priorities, roadmap plans, and performance metrics and provides visibility to ongoing results.



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