brother
at your side

What is MPS?

Outsourcing management of your printers to an external provider can bring very real benefits to businesses of every size.

From small companies to the world's largest corporations, MPS has become the smart way to deliver and manage printing and related services. But what does it actually mean? In the old way of doing things, firms buy a range of printers, scanners and photocopiers for the different departments within the business. The internal IT team is responsible for maintaining that hardware, while providing ink and toner and ensuring any software works effectively and securely. In the meantime, IT managers and decision makers do their best to match the printer fleet to business requirements, while providing scanning and document management capabilities to minimise paperwork and drive costs down.

MPS takes a different approach, delivering printing, scanning and copying capabilities not through a set of products, but as a complete service. The deployment and management of all the hardware is outsourced to a single company, the MPS provider, who

also handles consumables and maintenance plus a print and document strategy, advice and support. One obvious benefit is that the workload of purchasing, maintaining and updating the firm's printers shifts from the internal IT team to the external provider, but MPS can also reduce printing costs, save time, transform working practices and boost productivity. In short, it's a whole bundle of 'win' for the business.

How can MPS Reduce Costs?

In several different ways. Firstly, MPS providers look for ways to rationalise and consolidate your printers, replacing many large, old laser printers or single use devices with a smaller number of newer, better distrubuted, faster devices or multi-function printers with all the necessary functions built-in. This cuts down the size of your printer fleet without compromising productivity. In fact, productivity improves.

Secondly, MPS providers look for ways to

reduce waste, helping firms make more effective use of high-quality draft modes, duplex printing and other features that cut down the amount of ink, toner and paper that the firm uses. Switching to newer printers or from laser to business-grade inkjet printers can also reduce the amount of energy your devices use and the amount you spend on consumables, though one of the strengths of MPS is that you never have to worry about purchasing consumables; printers request replacement ink and toner automatically, with the provider often charging on a transparent cost-per-print basis.

This also adds to the cost-savings. Working with a single vendor means you're not rushing around dealing with different suppliers, and all costs are visible and predictable. There's no capital expenditure on new printers, just ongoing operating expenditure that's agreed before a single page is output.

MPS also helps reduce support costs and minimise downtime. Because it's the provider's

job to maintain your printers and keep them running with a steady stream of supplies, your IT team gets more free time to focus on other projects. And while this might sound like you lose control, the opposite is true. You can decide who can use colour, set policies for duplex printing and security, or put settings in place to keep wastage to an absolute minimum. You can monitor exactly what's being printed and how it's being printed, then take steps to change that. That's good news for your environmental impact and Corporate Social Responsibility (CSR) goals as well.

Finally, MPS gives businesses a chance to rethink how they use print and manage printed information. It can be a chance to digitise forms and paperwork, archive old documents and change how information flows through the company. It's not a case of shifting to a paperless office, but to an office where paper is used where it's most effective – and in the most efficient and productive way.

How can MPS Save Time?

In many organisations, employees spend an excessive amount of time just dealing with printers; not just waiting for old, slow devices to print, but dealing with malfunctions, changing toner cartridges, adding paper or waiting for someone from IT to fix a problem. Switchng to MPS cuts that wasted time right down, not just because the hardware itself is faster and more efficient, but because the MPS

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provider is always working in the background to ensure that supplies are in place, regular preventative maintenance is carried out, and the right settings are configured. And because your IT team aren't involved in every detail, MPS can save their time to boot.

How can MPS help you get a more efficient printer fleet?

When you start working with an MPS provider they come in and analyse your business, your printers, and your requirements in terms of printing, scanning, copying and faxing. With a good MPS provider this doesn't mean taking a one-size-fits-all approach or – worse – pushing expensive hardware into every corner of the business. Instead, it takes a balanced approach, looking at where teams need specific capabilities, then finding the printer or printers that will match those needs.

Yet a really good provider doesn't just stop there, but looks at ways in which the business could print more efficiently and more securely plus save money. After all, it's not just a

question of the hardware, but of the major print costs hidden in the way people use and misuse printers every day. It's all about putting the right mix of printers into that particular workplace, then backing them up with appropriate software, policies and services.

How can MPS help transform the way you work and boost productivity?

MPS providers know all about printing, but they're also experts in scanning and document management. That puts them in a good place to recommend new processes or working practices that can help you reduce waste, cut down on paper-based file storage and share information more effectively. They can also help you support printing and scanning from mobile devices or even from outside the office, through the cloud. MPS can also help the business embrace more flexible working styles, by giving workers the full range of printing and scanning capabilities both when they're inside or outside the office, or allowing hotdeskers to print to the nearest printer from wherever they are. This all helps a company become more agile – and in today's markets that's always a good thing.

So, basically, MPS drives down printing costs, saves time and reduces IT workloads?

Yes. Analysts at IDC have estimated that simply moving from self-managed printers to MPS can save a business 30% of its printing costs, and there's scope to go further by rethinking how you use print in the business, more closely monitoring your printers and taking more control. MPS makes printing costs predictable, and can free up office space wasted on bulky printers and copiers so that you have the freedom to put it to more productive use. It's good for security, it's good for productivity and it's good for the environment. In fact, if you're tired of dealing with paper jams, malfunctions, constant cartridge changes and the like, it might even be good for the soul.