From solutions to software

The MPS Team

New ways to better serve our customers

Does this sound familiar?

Question...

Is your printer fleet old, slow and unreliable?

Do you have spiralling printer costs and invoice requests covering multiple service agreements?

Are you dreaming of automated print management – someone to step in when your toner runs out?

Is your organisation becoming more mobile? Are you looking for an on-the-road printing and document management solution?

Is your workforce ever-changing? Are your employees demanding better, more efficient technology and digital processes?

Do you aspire to be greener and print less?

Or all of the above?

If so, The MPS Team is the ideal partner for you.

Managed Print Services may not light other people's imagination on fire, but at The MPS Team we're not other people.

We're always looking for new ways to better serve our customers, which is why our innovative MPS solutions offer real value for money and help you take back control.

We'll help you take back control

What is Managed Print Services?

Managed Print Services
(noun)
The use of an external provider to assess, optimise and continuously manage an organisation's document output environment and improve productivity and efficiency while reducing cost and risk.*

MPS is for businesses that want the best performance and the best value from their document output.

Hand on heart, how much do you know about the performance and costs of your document processing?

Documents, whether paper or digital, they're the lifeblood of your business. Yet most companies have no idea how much time or money they spend processing and printing them.

Do you want to find new ways to save money? New ways to handle your documents better?

We'll help you take back control and save as much as 30% on your printing and document management.

Your own dedicated MPS – a supplies, maintenance and information management strategy that helps you:

- Minimise costs – lower toner, paper and maintenance costs

- Maximise productivity and improve performance – fully maintained, device appropriate printing where you need it, when you need it

- Take control and manage your printer fleet efficiently – detailed management, budget controls and security systems that put you in charge

- Benefit the environment and boost your organisation's CSR

*Quocirca, 2018.

The workplace is changing

Why Managed Print Services?

With technology advancing at an unprecedented pace, the print industry is poised for profound change as we head towards 2025.

With employees becoming more accustomed to reading and working from a screen, this brings new challenges for businesses to address with new expectations of print technology in the workplace.

Employees in the workplace in the near future will always be connected. While many organisations expect print to remain key to many business activities, digitisation is set to accelerate.

Let's break this down.

Mobile employees are expected to account for more than half of the workforce in the next five years.

53% of employees within organisations in the UK are expected to be mobile. How does your organisation stack up with supporting on-the-road and from-home working?

Security and cloud are seen as the key areas for investment between now and 2025.

Security leads with 84% of organisations rating this as a top priority, followed by cloud computing. Print security will rise in importance with half of UK organisations rating it as very important within the next few years. Are you confident with the compliancy of your current security systems?

Digitisation initiatives are set to accelerate.

Organisations expect document capture and workflow, collaboration tools and mobile working to reduce printing over the coming years. Are you ready to reduce the time and money spent managing your most manual tasks?

As the workplace moves towards digital transformation, it will need to become more software and services led. Managed print services providers are expected to deliver the most strategic value by 2025.

MPS Gateway

Using innovative software to provide a tailored solution

MPS Gateway is a bespoke software solution for your business needs. As a team of experienced professionals, we're dedicated in ensuring our customers are up to speed with the latest technology and software that's available to them.

Print Management

From FollowMe to rules and routing

Print Management software is a system designed for the effective management and optimisation of print devices and related processes.

- Print Management is useful in the administration of volume and nature of print materials.
- It also provides options for user authentication for accessing printers and other document print services.
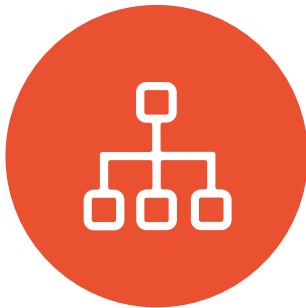- It controls the print queues and provides secure methods of printing.

Document Management

Intelligent document storage and retrieval

Document Management is a platform that looks after the storage, archiving and retrieval of documents within an organisation.

- This incorporates the secure storage of documents in an encrypted file so crucial data cannot get into the wrong hands.
- Document Management controls how documents are accessed, ensuring those that should have access do and that it's convenient and effective.

Scanning & Workflow

I-OCR scanning and business process automation

Scanning & Workflow software is designed to automate and simplify the process of turning physical paper documents into digital ones.

- This incorporates data capture through optical character recognition, barcode reading, process map workflow automation, pushing data into back-end systems and document conversion.

- Scanning & Workflow allows businesses to spend less time inputting data and sorting documents and more time on the important tasks.

Document Handling

Digitise documents and maximise efficiency

Document Handling packages help businesses manage their mail and post rooms to better make use of the most appropriate devices at the right time.

- Document Handling ensures users within an organisation can submit jobs to the print room in an effective way and better manage the way inbound and outbound mail is handled.

- It also makes the most of postal discounts, printing efficiencies and enabling mail and print room employees to better focus their time and energy.

MPS Enterprise⁺

Expert advisors offering a consultative approach

The MPS Team are software solutions specialists offering a nationwide direct service. As award-winning managed print services providers with over 100 years combined industry experience, The MPS Team are well-positioned to provide first-class automated service and consumable replenishment software.

ZenTech
Powered by Pure Technology Group

- **Cloud** has become mainstream, low capital expenditure, flexible subscription costs and simplicity are just some of the many benefits.

- **Back-up** service that uploads and stores your data off-site, to military encryption standards.

- **Security** approach that uses multi-faceted technologies to minimise threat.

- **Network** ultra-fast WAN and robust internet solutions.

- **Infrastructure** provide hyper converged solutions provide simple and efficient platforms.

- **Communications** offer a variety fully-tailored presenting solutions.

- **Design tools** and expertise to analyse your IT systems effectively and consult to recommend optimal solutions.

IT, Security & Removal
Powered by Seamless IT

Specialist inventory fulfilment

- Component level PCB repair
- Sub-assembly parts supply
- PC refurbishment
- PC de-manufacturing

GDPR Compliance

- Removal and disposal of data hard drives
- Certification of disposal

Scan, Shred, Store

Powered by Shredding Alliance

- **More compliant** – every depot has been
  independently audited by a UKAS approved body.
- **More responsive** – 99% of enquiries or bookings
  are dealt with on the same call.
- **More accurate** – significantly reducing our
  customers'
  indirect costs with just 0.03% credit being issued.

Admin/Support

- Automated or clear-out options
- Discreet security consoles
- Shred all types of confidential data

Senior Executives

- Commercially sensitive information contained
- Secure chain of custody at all times
- Company reputation protected

How MPS can benefit your business

It's true and we admit it. MPS as a conversation starter is unlikely to set the pulse racing. A little... 'dry' perhaps? Start to talk about benefits though, the efficiencies, the time and the cost savings (how does a 30% cost reduction sound?) and of course, people's eyes light up.

The benefits of MPS fall into the following four areas:

1.

End user satisfaction
Simplicity and consistency equal efficiency

- Product consistency as familiarity breeds efficiency
- Technological benefits – learning curves are flattened, functionality is increased
- Better support with faster, more effective problem solving
- Training to embed a solid foundation of knowledge

2.

Cost reduction and control
You can't manage what you can't measure

- Identify your existing cost base
- Data transparency – clarity is key when it comes to effective decision making
- Control over spending and deploy resources profitably
- A single provider offering a standardised, consistent and reliable service

3.

Efficiency and sustainability

MPS that's good for your company, good for the planet too

- Consistency and reliability of products with trusted, efficient equipment every time
- Scalability – a dedicated print environment suited to your organisation and yours alone
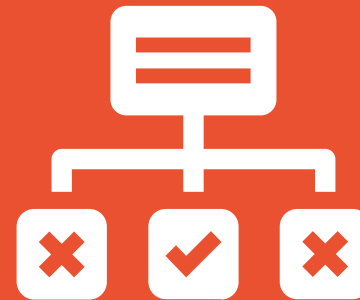
4.

Security and compliance

Don't take chances

- Quality assured compliance
- Business continuity so you've got it covered in the event of an emergency
- Authorised printing with less waste and less cost
- Mitigate commercial risk because preventions are better than cures

How do we do it?

Want to save money? Automate document workflows? Print on the move? Who doesn't?
Take control of your document processes with a simple, proven, four-step approach.

Your roadmap to document management freedom:

1. Assess

As they say... you can't manage what you can't measure. Time to take a measurement. At the outset it's important to establish a crystal clear understanding of the good, the bad and the indifferent within your printing environment.

The MPS Team assessment includes:
- User analysis
- Procedure analysis
- Device review
- Set up and maintenance costs
- Usage rates
- Energy consumption

2. Design

The design of your business' future state is a collaborative process. Every feature of your print environment including often overlooked aspects such as billing or review formatting is tested before agreement is reached. A detailed plain English roadmap delivers clear advice on how you can get from where you are now to where you want to be – more efficient, more cost effective and more environmentally friendly.

We might recommend a transitional journey where we manage your existing fleet. It might be a 'transformational' recommendation where we suggest new hardware and/or software. Either way you can focus on doing what you do best – running your business, safe in the knowledge that your printing fleet will be operating at maximum efficiency and supported by experts.

3. Implement

When it comes to implementation including removals, networking and training, our many years of experience and expertise guarantees you with an unbeatable managed print service, and second-to-none customer service along the way.

4. Manage

Your print management is automated and will include:
- Troubleshooting and repair
- Supplies tracking and ordering
- Usage monitoring
- Remote monitoring and a service desk
- Proactive incident management and supplies replenishment
- Consumables, consolidated invoicing and reporting

Committed to taking care of everything

Why choose The MPS Team?

We are a leading MPS provider in the UK, a Canon Silver Partner, a HP Amplify Power Services Partner and one of only a select few Xerox Platinum Concessionaire Partners.

As your MPS provider, we are absolutely committed to taking care of everything. The equipment, the supplies, the service and the management of your printer fleet. Everything.

Our dedicated team of in-house IT experts, PRINCE2 trained project managers, account managers and after sales customer service support are here to help you, as and when you need them.

Five reasons why we can help you

We are independent experts
We are an award-winning nationwide, independent specialist in managed print and document-centric services.

Our approach
We take the necessary time to understand individual customer requirements to ensure that our customers' changing needs are at the heart of our business.

Partnership approach
We are a trusted partner who work closely with leading MPS vendors, Xerox, with Platinum Concessionaire status, Canon with Silver Partner status and leading desktop printer provider, HP, with Amplify Power Services Partner status.

Our MPS Gateway and Enterprise+ solutions offer bespoke and innovative software solution while providing the best value for money.

We work with businesses of all sizes and needs
We help our wide-ranging customer base become efficient workplaces of the future with industry leading development and delivery of document-centric solutions and services.

We are committed to reducing our environmental impact
We have pledged to reduce our impact on the environment by radically reducing our energy consumption and waste.

Monitor & Manage

Maintenance & Service

Support

Client Management

Innovation & Excellence

Your managed print service

xerox™

MPS Gateway

hp

Canon

Our 360° Managed Print Service

Without you, we're nothing. It's a simple fact of business life. And there's nothing that says 'great business' more than great customer service.

That's why everything we do is singularly focused on giving you the very best service possible. And while it's easy to talk great customer service, delivering it is another matter altogether.

Here's what we do to make sure our service is always above and beyond:

Dedicated internal Customer Service Team
It's a service society. You demand the best and you deserve the best. If we let you down, we understand that you'll go elsewhere. And that's why we do everything in our power to give you an exceptional customer service experience. To uphold our promises.

Second-to-none account management
Over 100 years' combined experience in the industry, plus approximately 12 million prints managed per month tells you that when it comes to account management, you can trust us to know exactly what we're doing.

Our account management team provides:

- Account reviews when and where you need them
- Management information to suit your specific business needs
- Continuous data analysis and software recommendations – we analyse data and make suggestions to improve the user experience
- Proactive and preventative device analysis. We'll spot issues before they even occur and use that information to plan ahead
- Dedicated technical service and support team if you have a fault or issue
- Ongoing support from our help desk alongside the Xerox partner customer service department

Providing unrivalled convenience, productivity and security

1. Download the **Zappar** app from the **App Store** or **Google play**.
2. Point your smartphone camera at the full front cover of this brochure.
3. Enjoy The MPS Team video!

For more information on how The MPS Team could benefit your organisation, or to request examples of our recent case studies, contact one of our friendly account managers today.

T: 0345 123 2987
E: hello@thempsteam.com
www.thempsteam.com

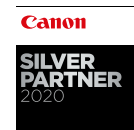A specialist division of

Zen Office
Beyond office supplies

Part of Paragon Group

AMPLIFY Power Services Partner

Canon SILVER PARTNER 2020

xerox PLATINUM Authorised Concessionaire

ZenOffice Ltd, ZenOffice House, Gateway Crescent, Broadway Business Park, Chadderton, Greater Manchester OL9 9XB