

Welcome to The MPS Team

A specialist division of

Zen Office
Beyond office supplies

Part of Paragon Group



The MPS Team
From solutions to software

Contents

- Page 3** About The MPS Team
- Page 4** Technical services and support
- Page 5** Manage your fleet 24/7
- Page 6** Your Account Management team



About The MPS Team

The MPS Team is a specialist division of ZenOffice, part of Paragon Group. We're experts in creating bespoke managed print solutions which reflect each of our customers' operational and financial requirements.

ZenOffice, and The MPS Team, were acquired by the Paragon Group during spring 2020 due to our continued growth and success.

The MPS Team is a leading MPS provider in the UK, with industry-leading solutions and software for a wide-ranging customer base across the UK, Europe and beyond. We're a Canon Silver Partner, a HP Amplify Power Services Partner and one of only a select few Xerox Platinum Partners.

We work with organisations who have anywhere from 1 to 1,500 sites, so we're strongly placed to facilitate multi-site solutions. You're now set to enjoy exceptional customer service, expert support and efficient managed print services from our award-winning team- welcome on board.



Technical services and support

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.

To make sure our service is always above and beyond, we provide you with the resources you need when things run out or go wrong. You have direct access to Xerox and HP's technical support on the numbers below:



If you have a service, fault or consumable-related issue with your Xerox device, speak with Xerox Technical Services and Support.

- For managed Xerox devices – 0370 850 7832



If you have a service, fault or consumable-related issue with your HP device, speak with HP Technical Services and Support.

- For managed HP devices – 0207 519 5092



Manage your fleet 24/7

If you'd rather deal with issues by logging on, and you want to manage your fleet anytime, from anywhere, you've got it. For detailed, real-time information regarding the performance and usage of your fleet and consumables, you can request access to your own online management tool.

You will be able to;

- View consumables usage information and page count tracking
- Request or purchase supplies and check on the status of orders
- Check on the status of on-site service requests and submit new ones
- Submit Meter Reads when required
- Share documents and export data for use in asset-management activities
- Set access control rules for authorised users, and much more

To register for 24/7 fleet management access, email sop@thempsteam.com.



Your Account Management team

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.

Your account management team is here for:

- 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.

If you have a query relating to the above, or one that can't be solved by contacting HP or Xerox, we're here to help via the following;

General queries	sop@thempsteam.com
Billing queries	servicebilling@thempsteam.com
Technical queries	support@thempsteam.com
Self-service portal	https://help.thempsteam.com/hc/en-us



