



# Transition and Transformation

Professionally controlled from start to finish



The MPS Team  
From solutions to software

# Implementation

## Our transition and transformation process has 3 key stages:

- 1. Engagement:** Early collaborative engagement with client's stakeholders, existing suppliers, the chosen providers for build and repair, emergency and network management and the staff who currently work on the contract (management, operations, and back office).
- 2. Implementation:** Implementing the new structure, embedding the new culture and business processes and training. We will take this opportunity to reset and create a fresh start on your journey of digital transformation, helping to develop and/or reinforce the correct values, behaviours and ethos going forward
- 3. Establishment of steady state:** Quickly establishing a steady state provides a robust foundation to create transformation. Opportunities to deliver and optimise value and benefit for the client to build on successes.

The MPS Team have a dedicated implementation, project management team to help through the implementation and transition phase. Working with you our PRINCE 2 Project Managers will ensure a detailed implementation plan is created and implemented to ensure the change management process is handled efficiently, effectively and professionally.

We will also ensure that the impact on your business operations is minimal by taking into consideration all aspects of the printing estate and planning the technical aspects accordingly. Fleet design, project management, help desk requirements, document optimisation, systems integration and critical business processes will all be scoped ahead of implementation through a technical consultation that will ensure the handover process is seamless and painless as possible.

The primary objective of our mobilisation process and Transition Plan will be to avoid negative impacts throughout the transition and following the commencement of the new contract. Key strategies underpinning our ability to deliver a seamless transition include:

- **Dedicated management resource:** To coordinate the mobilisation effort, we will establish a dedicated and experienced Transition Team for which more detail is provided under a dedicated heading below.
- **Avoiding over-stretch:** Only taking on what we can deliver, we have only selected those regions in which we already have a presence or are adjacent to our areas of operation. This will allow us to dedicate our full attention in terms of management and delivery resource
- **Collaboration:** Operating in line with ISO44001 collaborative working practices, we will foster productive relationships to support delivery. This will include working closely with our clients' representatives, the incumbent provider and other delivery partners, such as IT.



Structured yet  
flexible approach  
to  
implementation



Transparency  
through  
collaboration and  
joint planning



A true partnership  
on mutually  
beneficial  
outcomes; defined  
at the outset



Strong governance  
through the  
assignment of roles  
to direct and  
manage the project

**Professionally controlled from start to finish, we pride ourselves on delivering excellent customer service in a friendly, diligent and open manner. As all project engagements are undertaken in consultation with you the customer, we will ensure that The MPS Team delivery practices are executed in line with the agreed project plan.**

To guide and manage the entire transition process we will design the solution in partnership aligned with PRINCE2 methodology: tailored to industry best practice and underpinned by a standard set of control documents.

This enables the engagement to remain controlled, in terms of managing scope and objectives, whilst providing flexibility when planning and delivering the work.

Our approach to this project and requirements will be to appoint a dedicated MPS Team PRINCE2 Project Manager who will be available from the onset of the project until successful handover to Business-as-Usual (BAU); with change to end users being supported and delivered by our ITOL qualified training team. The project manager will oversee all stages of account set-up, migration and implementation.



To support our approach, we would seek a 'mirrored' project (or service delivery) team representative. This partnership is underpinned by our TEAM UP methodology, that we have devised to ensure effective collaborative project management for technology implementations;

**TRANSPARENCY** –

Delivering honesty and openness

**EMPATHY** –

Managing cultural change to make transition easy

**ACCOUNTABILITY** –

Buy-in and ownership with known roles and responsibilities

**MESSAGE** –

Clear communications so everyone is informed and a contributor

**UNDERSTAND** –

Measured performance with on-time and tangible deliverables

**PRESENT** –

Accurate management information for mutual success measures

Our implementation methodology walks through five key milestones that we clearly outline to ensure a seamless and efficient handover:

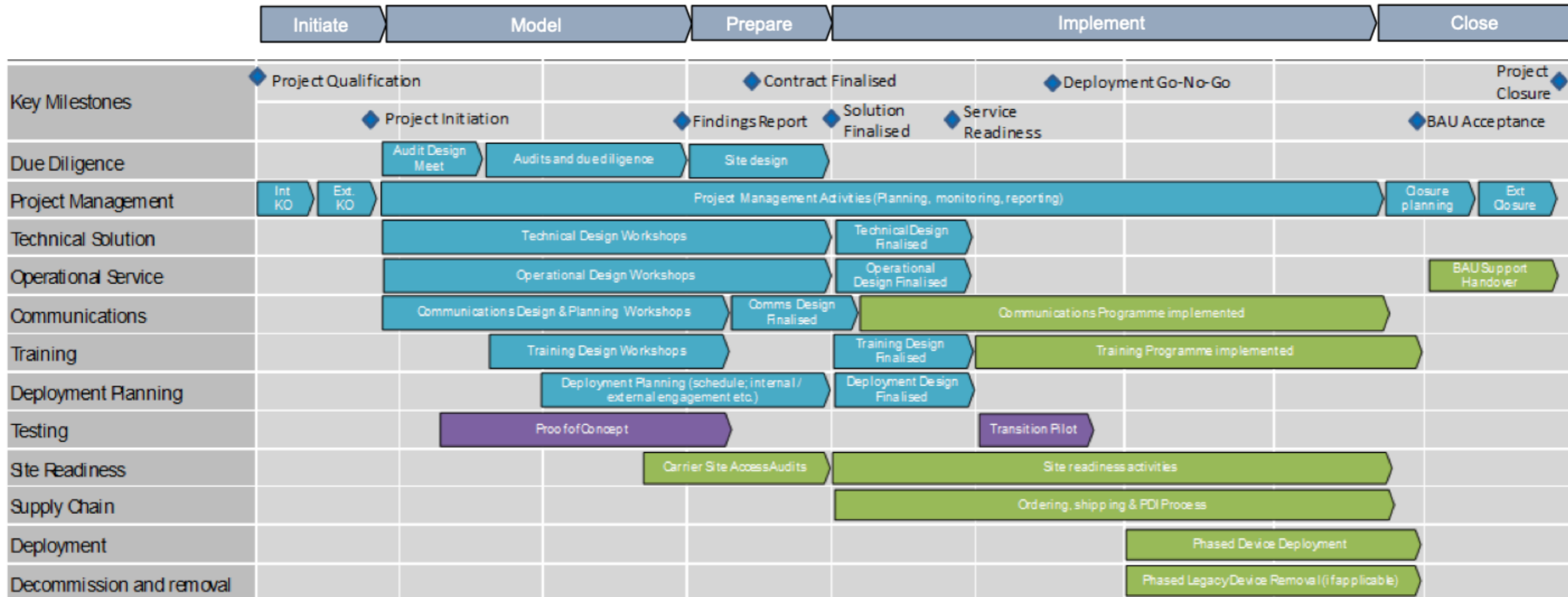
By identifying and following these milestone, this enables the natural flow of work to be completed as quickly as possible. For instance, rather than wait to complete all Model tasks before moving to Prepare, it may be possible to start some of the Prepare tasks upon completion of their preceding Model tasks. We feel this leads to a more efficient project without compromising control. Importantly, those that will support the account once in BAU form part of the project team. We feel this leads to a smoother hand over from project to account and service management, as those responsible for designing the support processes during the project will be the actual people supporting your account for the term of the contract.

<b>1</b>	Initiate	Scope, plan and control
<b>2</b>	Model	Discover, design and test
<b>3</b>	Prepare	Purchase, mobilise and franchise
<b>4</b>	Implement	Install, train and support
<b>5</b>	Close	Transition, review and handover



# High Level Transition Plan

The following indicative High Level Transition Plan shows how the various work streams and stages, as appropriate, run concurrently throughout the duration of the project, in order to achieve project objectives.



- Example MPS High Level Transition Plan.



## SSP Group Plc

- UK and Ireland wide project.
- Comprised 3 phases to enable a phased replacement and removal of legacy devices, with a new mixed fleet of 299 HP A4 / A3 mono & colour MFPs and printers.
- 3 Phased approach in line with customer requirements.
- SSP sites comprised airports, rail stations and general retail store sites. Due to the high security and safety requirements particularly at airports and rail stations, RAMS, security and access permits were required, which added another layer of complexity to the project's logistical planning needs.
- In addition the phased replacement devices, the MPS Team processed additional ad hoc new device requests to replace transactional printers on an ongoing basis for SSP. All project managed and agreed in line with SSP requirements.
- The successful implementation enabled the MPS Team to establish a new partnership with a third party IT company and led to additional project implementation work in Europe with SSP, with Netherlands planned for later in 2022.

## Majestic Wines Warehouses Limited

- Majestic decided to partner with the MPS Team to design and implement a bespoke print management solution, which was estimated would save Majestic approximately £120k a year on toner alone!
- Implementation and delivery was a key part of the decision making process in order not to disrupt day to day business requirements.
- Devices were Pre-configured off site to simplify roll out and create a "plug and play" environment.
- The additional roll out of a print management solution meant The MPS Team had to co-ordinate technical expertise and ensure key personal we on-site on defined days.
- Planned and implemented across two phases between November 2020 and February 2021, a Majestic / MPS Team joint technical team planned the phased approach to deliver the hardware to site in phase 1 during November/December 2020. Phase 2 final set-up and networking of the devices for use took place in January and February 2021, as not to interfere with key selling time.
- A new replacement fleet total of 398 small and large printers was successfully implemented across the whole of the Majestic's UK stores.



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