

Service support packages



The MPS Team
From solutions to software

Tailored service support

The MPS Team Post-Sales Technical Support is what gives our customer the confidence they have in-house. With a dedicated software support help desk and customer facing support portal, our Technical Consultants offer first class technical support remote or on-site, achieving SLA's to the highest standard.

Our dedicated Managed Services team can help you significantly reduce your service costs, maximise device uptime, and deliver an exceptional service experience.

Our support packages are defined by four levels:

Support level	Service description
Bronze	Entry level for device and consumables management support. All service calls are to be made by the customer to the appropriate manufacturer's call centre.
Silver	We take away the strain for managing your printer fleet estate. Everything will be processed through us, with no direct customer contact required with the manufacturer's service support team.
Gold	The highest defined level of service support we offer. A fully comprehensive managed print service support package.
Platinum	Builds upon the Gold level of service and includes fully tailored service support to suit customers specific requirements.

Bronze

The Bronze MPS Standard service is our entry level for device and consumables management support.

This service support option includes automated meter readings and consumable replenishment orders. All service calls are to be made by the customer to the appropriate manufacturer’s call centre (detail provided at point of install).

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**

Bespoke elements

Bronze level service includes:

- Access to device monitoring agent and management software applications
- Direct access to manufacturer’s technical support team via phone or device management tool
- Automated meter readings and consumable replenishment orders

Service components				
Daily	Weekly	Monthly	Quarterly	Price
x	x	x	Connectivity checks Consumable checks	£5.00 per device per month

Silver

The Silver level of service support takes away the strain from managing your printer fleet estate. Everything will be processed through us, with no direct customer contact required with the manufacturer’s service support team. Zero involvement for your IT department if they don’t want to be – a fully comprehensive managed print service support package.

This enhanced MPS Service includes contract management through the MPSDESK for automated consumable ordering, standard service level agreement for service, toner management, remote diagnostics and enhanced usage and billing reporting.

The Silver enhanced MPS service (MPSDESK) is only made available upon application.

Bespoke elements

Silver level service includes all Bronze elements plus:

- Dedicated help desk team (MPSDESK)
 - Enhanced level of support from MPSDESK with regards to SLA escalations in respect of service faults, consumables issues etc
 - Customised support workflow process for incident logging/management aligned to your IT support’s requirements
- Remote diagnostics and troubleshooting
 - SDS advanced monitoring
 - Standard SLA’s
 - Enhanced and customised usage/billing reports aligned to agreed contract SLA/ KPI metrics

Service components				
Daily	Weekly	Monthly	Quarterly	Price
x	Connectivity checks Consumable checks	Connectivity checks Consumable checks	Technical service review Overview fleet state reporting	£15.00 per device per month

Gold

Gold is our highest **defined** level of service support we offer. Everything will be processed through us, with no direct customer contact required with the manufacturer’s service support team. Zero involvement for your IT department if they don’t want to be – a fully comprehensive managed print service support package.

This higher level of advanced MPS Service includes greater levels of contract management supplied through a specific MPSDESK support lead contact for automated consumable ordering, enhanced service level agreement for service, toner management, remote diagnostics and enhanced usage and billing reporting.

The Gold managed service support package is only made available upon application.

Bespoke elements

Gold level service includes all Silver elements plus:

- Specific support lead contact
- Daily proactive raising of faults via advanced fleet monitoring
- Daily priority handling of support issues
- Enhanced SLA’s

Service components				
Daily	Weekly	Monthly	Quarterly	Price
Connectivity checks	Consumable checks Fleet state reporting	Technical service review Detailed reporting usage, connectivity, toners etc	x	POA

Platinum

Platinum is the highest level of service support we can offer and would be fully tailored to suit customer’s specific service support requirements.

The basic core of the service will build upon the Gold level of service but will allow even greater and higher levels of customisation to the service support provision, SLA’s, toner management, remote diagnostics and even more detailed usage analysis/billing reporting.

The Platinum managed service support package is tailored to suit your requirements and is only made available upon application.

Bespoke elements

Platinum level service includes all Gold service elements plus any additional items tailored to suit customer’s specific requirements.

Examples of additional scope of service items could include:

- EOL reporting of all devices
- Bespoke replacement/hot swap device processes
- Bespoke feedback from manufacturer’s service support team
- Visiting MPS Team service engineer site support in addition to Manufacturer’s service support provision (for enhanced SLA response times)

Service components				
Daily	Weekly	Monthly	Quarterly	Price
Connectivity checks	Consumable checks Fleet state reporting	Technical service review Detailed reporting usage, connectivity, toners etc	x	POA

Providing unrivalled integration, productivity and security

The MPS Team is 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 Partners.

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



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