How Managed Print Services Works

Managed Print Services (MPS) is a service that analyzes and manages document output devices with the goal of reducing the total cost of ownership and improving internal efficiency and productivity. The Penn MPS program includes some or all of the following provisions:

- Equipment including multi-function devices (MFD), copiers, printers, scanners and fax machines
- Preventive maintenance, parts, and ink/toner supplies (excluding paper)
- Guaranteed service response times with near or on-campus support, break/fix, and supplies replenishment
- Detailed account usage and simplified billing utilizing a cost per impression model
- Flexibility for equipment changes; up-scaling and down-scaling as your business needs dictate
- Single contract for increased efficiency in managing contract terms and conditions

### Advantages

- Improved efficiency and productivity
- Reduced electronic, paper, and plastic (ink/toner) waste
- Reduced total cost of office printing
- Reduced support burden for IT staff
- Ability to manage the printer fleet with greater visibility and control

### Overview

- Single campus-wide contract that leverages the University’s buying power
- Support for printers, copiers, fax machines, and scanners
- Ink and toner supply replenishment
- Usage reports and analytics
- Guaranteed, expedited service response times

### How Does an MPS Work

Print Assessment → Optimized Environment

**Unmanaged Print Environment:**
Organic growth of various printer types and sizes, often without regard to specific business and print volume requirements

**Common Networked Environment:**
Shared workgroup printers, often incorrectly sized for print volume and not conveniently located for all users.

**MPS Environment:**
Print devices are optimized to accommodate individual print needs, while ensuring the right equipment is available to produce the most cost effective solution.

RIGHT-SIZED, BEST PRACTICE, FINANCIALLY SMARTER, and SUSTAINABILITY ORIENTED
MPS begins with a print environment assessment. The supplier’s document management assessment team will conduct a physical walk-through of your office environment, followed by use of data collection agent (DCA) software tools to understand print volumes, devices in use, ink/toner consumption, and business needs of each employee.

After a 2-4 week assessment period, you will receive the following: a comparison of your current and future-state print costs, recommendations for optimizing your printer fleet, recommended device optimization (or “right-sizing”), and recommendations that will yield quantifiable per-page and per-employee cost savings prior to changes. Equipment incorporated into the MPS program will be placed into an online asset database and will be tagged with an asset tag. When requesting service or supplies, refer to the equipment identification number on the asset tag.

During a four-month pilot program encompassing 600 printers across three of Penn's colleges and several standalone departments, significant cost savings were identified without the need to remove printers:

- One school reduced its annual office printing costs from $13,645 to $11,635; about a 15% cost reduction
- A second pilot school saw a reduction from $88,319 to $68,471, or 23%
- A third reduced its costs from $54,741 to $35,985 - a 34% savings!

The MPS Program also contributes to Penn's environmental and sustainability initiatives through the elimination of equipment that consumes high levels of energy and by reducing electronic and plastic waste. Implementation of MPS complements the Penn Climate Action Plan, and is consistent with the goals of the American College and University Presidents' Climate Commitment (ACUPCC).

Contact Information for MPS Providers

Ricoh USA

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