

Servicing Managed Print Services

The industry has been in need of an all encompassing training program that focuses on proven methods that have been developed to drive profitability & operational performance within the service side of your MPS business. As a result, PROS Elite Group has developed the industry's first service training program that focuses on these areas and many more. This program is a "Must" attend for Office Imaging Dealers that are serious about driving their MPS margins in service. Our unique program is designed for all levels of service management.

We will show you how to immediately recoup the cost of this training program

Some Topics Covered Include

- Service Financials – How to read, interpret and react
- The "New" MPS Financial and Operational model for service
- How To Determine Your Cost At The CPP Level
- Understanding Productivity and How It Relates To MPS Profitability
- What Separates The Companies Achieving 40% GP From Those at 70% GP
- How To Structure Service To Support MPS
- How to Create an Effective Inventory to Support MPS
- Selecting the "Right Vendors" to Achieve the Proper Yields on All Parts and Supplies
- How to Service a National Print Management Deal
- How to Train Your Staff to Support Your MPS Base
- MPS Industry Best Practices in Service
- Understanding The MPS Cartridge Equation
- How to use our blended rate calculator to ensure high margins

TRAINING PROGRAM LENGTH

An Extensive 2 day classroom training with breakout sessions focused on service operational and financial improvements.

FACILITATORS

Jerry Newberry & Jeff Kelly

Jerry & Jeff bring over 45 years of combined industry experience. The last 10 years, Jerry worked with Global Imaging Systems as a Corp. Officer and VP of Service. Both Jerry & Jeff have extensive experience with helping dealers achieve service operational benchmarks & increased GP in Service.

BONUS

Attendees will receive a demonstration on the industries first Automated Territory Analysis Software