

Servicing Managed Print Services

Create and Sustain Service and Operational Excellence

Program Overview

Once you sell Managed Print Services, how do you support it? There have not been any programs that focus on showing your company how to successfully approach print management from a service and operations standpoint ... until now!

This program will provide the knowledge, skill set and strategy to fully support your print management initiative.

We provide you with resources and the step by step processes to drive your print management operational performance and profitability.

This knowledge is a "Must" to execute a successful MPS service strategy in your company.

Program Includes:

- The industry's first MPS financial & operational business model
- How to determine a workload for a MPS technician
- 10 "Must Do's" for high profit margins in MPS
- 2 day extensive workshop (participant guide included)
- Difference in managing an MPS versus an MFP service staff
- Industry's Best Practices
- How to structure MPS at start up
- Ongoing consulting and support

Who Should Attend?

Dealer Owners, Operations Managers, VP & Directors of Service, Service Managers, Field Supervisors

Verify Results &
Service Profitability

Implement
Follow-up & Audit
Procedures

Create Tech
Expectations &
Measurement Systems

Develop an Effective
MPS Service Structure

Learn Print Management
Operational & Financial
Benchmarks

Benefits Include:

- How to determine your service cost at the CPP level
- How to price a "print management deal"
- How to service a print management deal nationally
- Identify the right employees to service your printer base
- Selecting the right vendors to achieve the proper yields on all parts and supplies
- How to determine an effective inventory to support MPS (in-house & car stock)
- What separates the companies achieving 40% GP from those at 70% GP

Resources Provided:

- Parts and supply vendor list and preferred pricing
- Forms and procedures needed for successful service implementation
- Methods to calculate a blended CPP rate
- Access to proven resources and preferred pricing for MPS service training
- Access to a web based territory development software
- Printer repair checklist

