

Customer MPS perspectives

Executives

- Responsible for risk (security/compliance), cost, corporate responsibility (sustainability), growth
- Print/scan isn't a high priority – important for business but not core business
- but –
- The business spends a great deal on print/scan every year
- Both print volumes and overall print/scan spend aren't reducing
- If print/scan transformation impacts our responsibilities, then interested
- so –
- Do we understand what is printed/scanned, by whom, where and why...?
- Do we have the right print/scan advisors, policies, people, processes, platforms in place...?
- Is print/scan part of our digital transformation programs...?

Procurement

- Responsible for managing all indirect spend, including print/scan
- Are not (nor should be expected to be) experts in all areas, including print/scan
- Know the current approach to print/scan isn't really driving maximum business value
- but –
- Can only address every 4-5 years as contracts expire and process can take >12 months
- Know it is painful for IT to manage but they are the only current option
- It is difficult (often not possible) to get data and manage providers to agreed outcomes
- so –
- We know the model has to change but to what, how, by whom and when...?
- Who do we get advice and establish guidelines, objectives to inform what we do...?
- How do we meet ongoing needs while avoiding long term contracts while we transform..?

IT

- Don't acquire the print/scan devices, it is a business budget/procurement responsibility
- Buy, build and maintain the infrastructure that supports the print/scan devices
- Help desk is responsible for supporting the overall print/scan environment
- but –
- Business creates a complex and expensive multi-vendor print environment to support
- Expected to drive digital transformation but can't do this for print/scan without data
- Hard to advise users on print/scan as it is difficult to get objective advice from suppliers
- so –
- We know that print/scan management capability will inevitably move to the cloud
- Leaders in print/scan technology are not leaders in enterprise, secure, compliant cloud
- Print/scan should be provided as a utility like all other IT categories

Users

- Want a simple, productive and reliable print/scan service that meets our business needs
- but –
- Have different print/scan devices and support systems to perform basic business tasks
- Don't have any print/scan guidelines on what we should and/or shouldn't do
- so –
- We want to walk into any office and be able to print/scan without time consuming set up
- We want innovation to eliminate, augment, automate manual/paper intensive processes
- We want one party to contact/service the print/scan devices so we can focus on our jobs

Finance

- Responsible for opex and capex financial management where print/scan is not insignificant
- Implement inevitable business cost reduction programs and expect print/scan to contribute
- but –
- Can't access reports on print/scan devices, usage, spend and contractual state
- Have fixed long term leases on print/scan devices and really need consumable flexibility
- Can't compare invoices from multiple print/scan suppliers against contracted rates
- so –
- We need the print/scan data
- We need print/scan policies, procedures and focus
- We need a new print/scan model that will drive savings and measurable outcomes

Legal

- Responsible for contracting all elements of the print/scan environment
- Also responsible for contracting risk and compliance
- but –
- Seem to contract different print/scan suppliers in every geography business operates in
- Don't know if compliant in managing documents (for print/scan/store/retrieve)
- Don't know if mitigating risks (for print/scan/store/retrieve)
- so –
- We need the print/scan data
- We need print/scan policies, procedures and focus
- We would prefer one global print/scan MSA with country addendums