

Taking Proactive Management to the Next Level

... Is MPS Right for You?

Whether or not MPS or a hybrid version makes sense to any organization is not an easy question to answer. Finding the right solution requires a collaborative approach by all decision makers and influences involved.

If the outcome is to transform the traditional procurement and management model and realize the promises of MPS, top management must champion the initiative. There will be transition pain relative to changing existing processes and dealing with the internal politics. Someone in top management, preferably finance, must drive the initiative by acting as the crossing guard ushering all stake holders through the transition in order to realize the benefits organization wide.

It All Begins With an Assessment of the Print Space

The assessment of the document technology environment needs to occur at 3 levels, top management (department or division) and a ground level facilities site survey.

Top management decision makers should be interviewed to determine their objectives and challenges managing the document technology fleet and related budgets, vendors, contracts, and myriad of support programs.

The same information needs to be gathered from department or division managers with the inclusion of a thorough investigation of workflow processes and current challenges in implementing those

In the facilities survey, an inventory of all input and output devices in the current document technology fleet is conducted. Device populations and related monthly volumes should be accumulated by category including printers, copiers, faxes, scanners, and MFD's. There are numerous data collection agents that automate and therefore accelerate this normally time consuming aspect of the site survey. Data collection software captures, compiles, and reports each device's location and volume at a minimum for devices connected to the network or workstations. Many of these print activity monitoring applications will also provide information on actual print job applications. This information is very useful in identifying devices which may not be properly matched to the applications.

Since, in the typical facility, there are many devices which are not connected to the network a walk through and physical inventory of all devices will be required.

The facilities assessment should also include a comprehensive operating cost analysis for each device in the fleet. Elements normally include in operating costs are: acquisition (lease or depreciation), consumables and maintenance fees.

Beyond operating costs, it is critical to investigate the related cost for each device, which reflects the true cost of ownership. Related costs include courier fees; help desk support and vendor administration costs.

Comprehensive assessments can be extraordinarily time consuming and often yield an overwhelming amount of information requiring detailed analysis. Many organizations have opted to pilot the assessment process in selected workgroups or departments versus endeavoring to assess the entire enterprise. Assessing representative document intensive work groups can provide a reflection of what goes on at the enterprise level and reveal the scope of opportunity which can be realized.