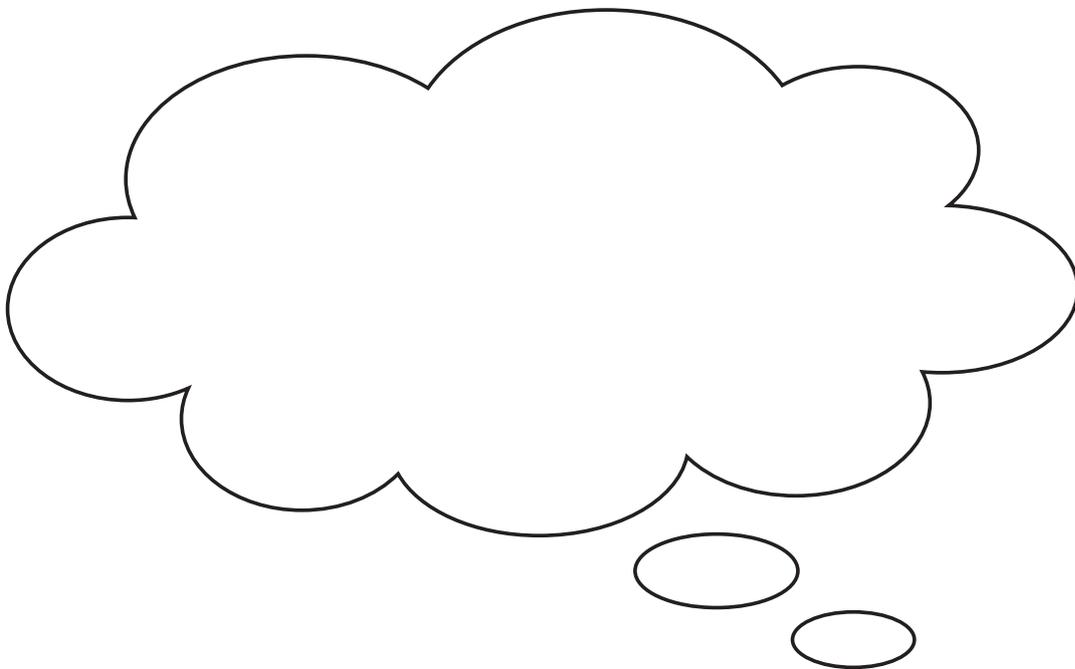


Service Summary

Unbiased benefits delivery

Are your printers like teenagers?

- Do you know where they are?
- Do you know what they are doing?
- Are they costing you too much?
- Do they frustrate you?





transcend360's Unique Approach

Today's Managed Print Service (MPS) market is dominated by the major hardware manufacturers with four global vendors leading the market (HP, Xerox, Ricoh and Canon). Customers are lead or worse still controlled by suppliers and typically fail to gain the full benefits available from an MPS. As a rule the benefits delivered although significant are typically not at the level suggested by the supplier or expected by the customer.

There are several reasons for this:

- Customers have not clearly defined their objectives – typically they have no Print Strategy and decisions are based on short term tactical goals.
- Customers do not fully understand their current position - current fleet, current costs and current processes are not fully understood.
- Customer requirements are not aligned with supplier goals – typically the customer wants to save vs. the supplier wants the customer to spend.
- Many MPS contracts are negotiated by procurement and there is a tendency to focus on hardware - more complex service elements receive less attention.
- Implementing an MPS is not as simple as it looks - MPS suppliers are good at implementing hardware and basic services but are not skilled at delivering change and transformation programmes.
- Once initial benefits are delivered, usually via simple fleet rationalisation, suppliers do not continue to focus on driving out further benefits - continual service improvement is often ignored by suppliers as this reduces the 'value' of the contract e.g. reduced volumes = lower revenue.



Currently the MPS market is following a 'supplier centric model' where the supplier is driving the MPS; defining what customer needs, delivering the solution and managing service delivery. This can be a highly risky position for the customer. To get the most from a engagement the customer must make informed choices and impartial advice, guidance and support can ensure delivery of significant benefits and reduce overall risk.

transcend360 restore control back to the customer through a range of consultancy services, ensuring that customers fully realise the benefits expected from their MPS.

transcend360 offer a truly unique service and deliver a 'customer centric model' for MPS:

- We focus on the customer's requirements, not what the supplier wants to sell.
- We provide end to end support throughout the full MPS contract lifecycle.
- We provide an independent and unbiased approach.
- We are industry experts.



Offering Summary

Based on our MPS Best Practice Model, transcend360 offer a comprehensive range of unbiased and independent services supporting the full ITIL lifecycle (with the exception of delivering the service itself).

Our services are based on the service lifecycle themes of:

- Service Strategy
- Service Design
- Service Transition
- Continual Service Improvement

Service Strategy

Many organisations embark on the implementation of an MPS without having a clear vision of what they want to achieve and often have no Print Strategy. However, the printing infrastructure is a strategic asset and should be managed as such.

Without a clear, defined and agreed strategy how can the organisation be sure of what they want the MPS to deliver, ensure it supports the overall business objectives and is aligned with technology and business strategies? transcend360 work with key stakeholders to support the development of a Print Strategy that is aligned to the business and will deliver relevant benefits at the lowest overall cost and risk.



Service Design

Benefits Profiling

transcend360 can model current printing costs using readily available business data to identify potential benefits and target areas that will deliver maximum benefits and ROI.

Assessment and Audit

Organisations often suspect that their cost of printing is too high but do not know their current costs or the potential savings opportunities. Defining the baseline costs establishes the true costs of printing and enables the customer to target areas that will deliver maximum benefit. transcend360 offer a range of Assessments and Audits allowing us to offer custom services aligned to individual customer requirements.

Solution Design

An MPS is a complex mix of hardware, software solutions and services that need to be tailor made for each customer; one size does not fit all. transcend360 can provide full Solution Design services delivering an unbiased solution focussed on Customer requirements, not sales targets

Procurement Support

Procurement of an out-sourced MPS should not be approached in the same way as the purchase of print devices.

MPS is a service and therefore needs to be approached in the same way as procurement of any other IT service.

Each organisation has unique requirements and objectives but typically these will fall into the following areas:

- Printer fleet rationalisation
 - fewer devices tactically deployed
- Hardware standardisation
 - reduce support costs and improve usability
- Reduction in print volume
 - print fewer pages and control colour
- Improved functionality and ease of use
 - improve productivity
- Improved service levels
 - increased availability and productivity

transcend360 work with the customer to define an MPS that is tailored to their unique requirements and is fully focussed on delivering benefits that are critical to the business



Service Transition

Project Management

Experience shows that successful MPS implementations use Project Management through all stages from strategy to transition. Many organisations fail to recognise that printing is business critical and therefore any change to a critical business process has to be managed and should not be left to chance. Outsourcing some or all Project Management can deliver significant benefits and reduce risk.

Change & Transformation Management

Delivery of an MPS is more than just simple project delivery. Almost every business process has some element of printed output and therefore any change to the printing infrastructure can have a profound impact across the business. Implementation of an MPS requires a change management programme.

Continual Service Improvement

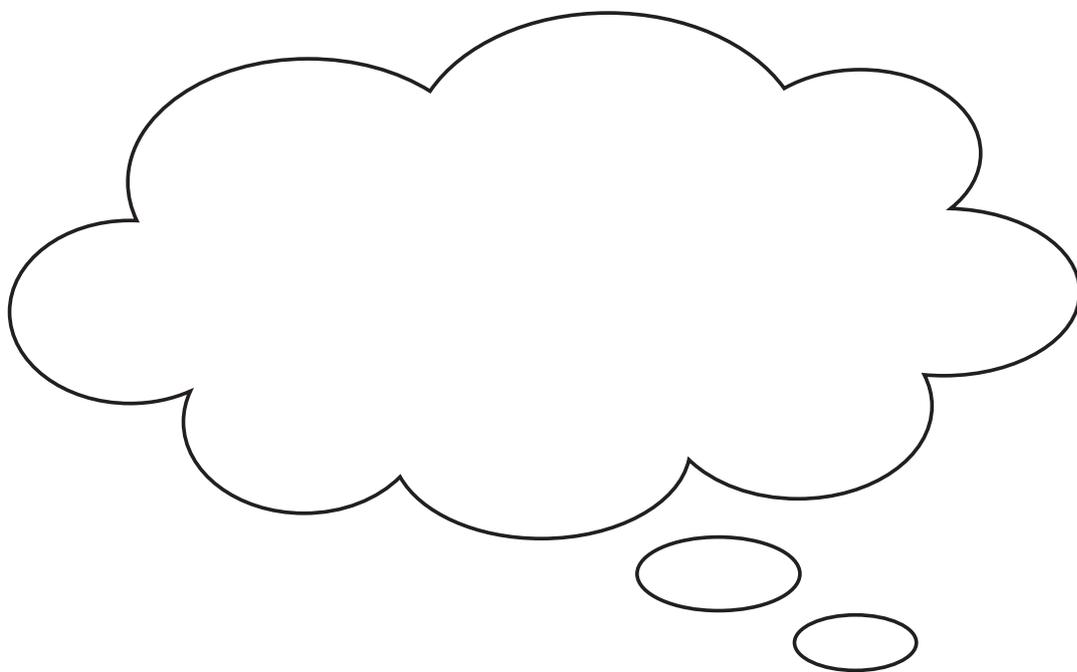
Service Level Management

The requirement to manage the contract does not stop once the MPS has been implemented. The focus shifts to ensuring that the supplying partner delivers on the promises and meets agreed contractual obligations, including those documented in the Service Level Agreement (SLA). Typically Service Level Management includes reporting and review of the SLA's on a regular basis with the service supplier.

Continual Service Improvement

Continual Service Improvement (CSI) is the on-going alignment and adjustment of the service to meet the changing business needs by identifying and implementing improvements. The key issue facing the customer is simple; will a supplier really want to identify opportunities that drive out further benefits for the customer when this may reduce the overall value of the contract to the supplier? The overall goal is to ensure that the MPS not only delivers the benefits expected but continues to develop in line with your business objectives.

transcend360 deliver a comprehensive range of services that can be tailored to meet each organisations individual requirements. We provide services ranging from a single day to support an MPS definition workshop through to full project lifecycle support. Our goal is to change the MPS market; to move from a supplier centric to a customer centric model allowing informed and knowledgeable customers to make choices that deliver real and sustainable benefits.



**What relationship do you
have with your printers?**



transcend 360

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