

MPS is a service that analyzes and manages document output devices with the goal of reducing the total cost of ownership and improving internal efficiency and productivity.

The Penn MPS program includes printer/copier equipment, service, and supplies, with some or all of the following provisions:

- Equipment including multi-function devices (MFD), copiers, printers, scanners and fax machines
- Preventive maintenance, parts, and ink/toner supplies (excluding paper)
- Guaranteed service level response times with near or on-campus support, break/fix, and supplies replenishment
- Detailed account usage and simplified billing utilizing a cost per impression model
- Flexibility for equipment changes; up-scaling and down-scaling as your business needs dictate
- Single contract for increased efficiency in managing contract terms and conditions

**Managed Print Services (MPS) is a service that analyzes and manages document input/output devices to:**

- improve efficiency and productivity
- reduce electronic, paper, and plastic (ink/toner) waste
- reduce the total cost of office printing
- reduce support burden to IT staff
- manage the printer fleet with greater visibility and control

**MPS includes:**

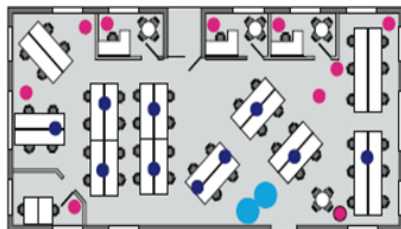
- printers, copiers, scanners, fax machines
- Ink and toner supplies
- usage reports and analytics
- preventive maintenance, parts, and break/fix service
- ability to scale up/down with installed print devices
- guaranteed service response times
- single, campus-wide contract that leverages the University's buying power

## MPS: How does it work?

### Print Assessment → Optimized Print Environment

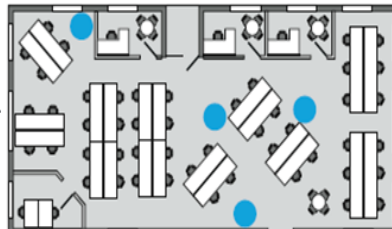
#### Unmanaged Print Environment:

Organic growth of various printer types and sizes, often without regard to specific business and print volume requirements.

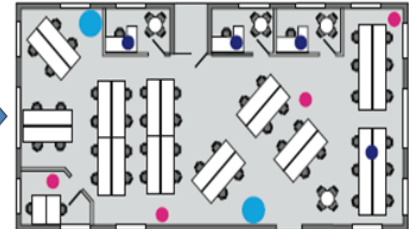


#### Common Networked Environment:

Shared workgroup printers, often incorrectly sized for print volume and not conveniently located for all users.



**MPS Environment:** Print devices are optimized to accommodate individual print needs, while ensuring the right equipment to produce the most cost effective solution.



Large Centralized Workgroup Printer

Workgroup Printer

Local/Personal Printer

**RIGHT-SIZED, BEST PRACTICE,  
FINANCIALLY SMARTER, and  
SUSTAINABILITY-FOCUSED**

MPS begins with a print environment assessment. The supplier's document management assessment team will conduct a physical walk-through of your office environment, followed by use of software "DCA" (data collection agent) tools to understand print volumes, devices in use, ink/toner consumption, and business needs of each person.

Following the assessment, which typically takes 2-4 weeks, you will receive a recommendation for device optimization or "right-sizing", as well as other changes to the print environment that will yield quantifiable per-page and per-employee cost savings. A comparison of your current and future-state print costs, along with recommendations to optimize your printer fleet, before any changes are made. Equipment incorporated into the MPS program will be placed into an online asset database and will be tagged with an asset tag. When requesting service or supplies, refer to the equipment identification number on the asset tag:

During a four-month pilot program encompassing 600 printers across three of Penn's colleges and several standalone departments, significant cost savings were identified without the need to remove printers:

- *One school reduced its annual office printing costs from \$13,645 to \$11,635; about a 15% cost reduction*
- *A second pilot school saw a reduction from \$88,319 to \$68,471, or 23%*
- *A third reduced its costs from \$54,741 to \$35,985- a 34% savings!*

The MPS Program also contributes to Penn's environmental and sustainability initiatives through the elimination of equipment that consumes high levels of energy and by reducing electronic and plastic waste. Implementation of MPS complement's the [Penn Climate Action Plan](#), and is consistent with the goals of the [American College and University Presidents' Climate Commitment](#) (ACUPCC).

## Contact Information for MPS Providers

[Ricoh USA](#)

[Docusense](#)

[Parmetech](#)

[ADS-S](#)