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- What are the "Papercut", "AssetDB", "FMAudit", and "TRAC" software applications and how are they used in MPS?
- Will departments have to buy new equipment after we enroll in the program?
- What happens to the current equipment I have on leases with another supplier? I just bought new equipment; how is that impacted?
- How often will equipment be refreshed in the program?
- Are student lab printers or other student print environments part of this program?
- Are specialty printers, such as research lab printers, wide format, plotter, thermal, etc., part of the MPS program?

### **Costs & Service Levels**

- Will the price per page be the only charge once my department has enrolled in the program?
- What are the costs? How will my department be charged?
- What will the supplier’s response time be?
- Will training be provided if I receive new equipment?
- What happens to equipment that isn’t needed anymore? Will I get a credit for equipment that still has a useful life?
- Once I have enrolled in the program, whom will I contact for immediate equipment service?
- How will the MPS supplier know when I need toner or service?
- Are departments required to purchase extra supplies? Will departments be responsible for ordering supplies?

## 1. What is the Penn Managed Print Service (“MPS”) program?

MPS is a service provided by an external provider to analyze and manage document output devices with the goal of reducing the total cost of ownership and improving internal efficiency and productivity. Fraser, ADS-S, Ricoh and Parmetech are Penn’s preferred MPS providers under multi-year, campus-wide contracts.

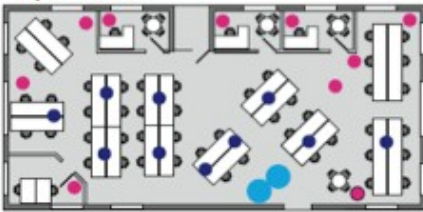
The Penn MPS program includes printer/copier equipment, service, and supplies, with some or all of the following provisions:

- Equipment including multi functional 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

MPS begins with a print environment assessment. The MPS supplier you choose 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, our MPS supplier will make 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, will be reviewed with you before any changes are made.

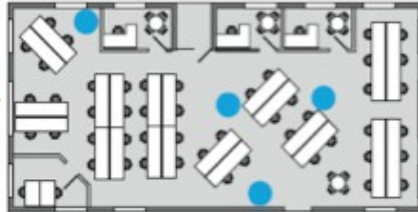
### Unmanaged Print Environment:

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

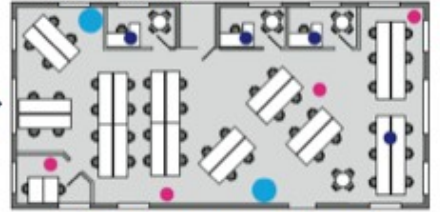


### Common Networked Environment:

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**

## 2. Why should my department enroll in the MPS program?

Robust MPS programs can yield print savings of 25-40%, lessen internal IT support burden, and allow for controllable, predictable printing costs. Print costs without MPS are typically fragmented and buried in office supplies costs to such an extent that many departments do not know their true total cost of office printing. Printer supplies and paper account of over 40% of Penn’s entire office supplies budget. MPS allows a business area to see and understand costs and volumes associated with printing with precision, down to cost-per-page level of detail.

Following a four-month pilot program involving three of Penn’s colleges, two standalone departments, and a fleet of nearly 600 printers, customers saw a typical savings range of 22-35% - *without removing any printers*. Additional savings can be achieved from device rationalization, consolidation, or by implementing print policies to drive print behavior change with end users.

## 3. How does MPS relate to Penn’s sustainability priorities?

The MPS Program will contribute 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. Purchasing Services is coordinating this sourcing initiative with sustainability subject matter experts from Facilities & Real Estate Services (FRES). A number of MPS metrics will be assessed pre- and post-implementation and rolled up to a campus-wide report. Implementation of MPS complement’s the Penn Climate and Sustainability Action Plan (CSAP), and is consistent with the goals of the American College and University Presidents’ Climate Commitment (ACUPCC).

**4. How were Penn's preferred MPS providers selected?**

A competitive Request for Proposal (RFP) process was completed in February, 2020. A cross-functional team, led by Purchasing Services, completed a comprehensive evaluation of industry-leading suppliers and printer manufacturers. The team included both business and IT staff from several schools and individual departments across campus, having an aggregate responsibility of over 1,000 print output devices. Major elements of evaluation included each supplier's experience, scalability, financial stability, and print assessment expertise. The preferred MPS suppliers offer the best overall value for print management services on campus.

**5. Do I have to participate in the MPS program?**

Participation in the preferred MPS program is entirely voluntary. Original equipment manufacturer (OEM) print equipment, including supplies and maintenance, is included in the contract. The more departments that enroll in the MPS program, the greater overall benefit provided to the Penn community. An increasing number of business areas are seeking to implement an MPS solution at Penn.

**6. Who do I contact with additional questions?**

If the answer to your question is not available here, send an email to Purchasing Services: [Sourcing@upenn.edu](mailto:Sourcing@upenn.edu)

**7. What is included in the program? What type of equipment will be provided in the MPS program?**

The MPS Program includes consumable supplies (excluding paper), preventive maintenance, parts and repair, software, installation and training. Equipment can be purchased directly from Fraser, ADS-S, Ricoh, Parmetech or through other preferred technology resellers like CDW-G and GovConnection. The type, models, and quantities of equipment will be determined through the on-site assessment process. The models of equipment will vary based on departmental needs, though both MPS providers are able to support most OEM devices, such as HP, Epson, Lexmark, etc.

**8. Does my equipment have to be networked to be on the MPS program?**

In order to leverage automatic supplies delivery and ongoing monitoring of your print environment, in-scope print devices must be connected to the Penn network or connected to a computer that has print monitoring software on it. The software necessary is provided by the service providers.

**9. What happens if a department's printing requirements change?**

If there is a substantial change in output needs such as volume, number of users, application changes, etc., your MPS provider can re-evaluate your needs and make appropriate equipment adjustments after consulting with you. No changes will be made by either Fraser, ADS-S, Ricoh or Parmetech without appropriate business area consultation and approval. Similarly, no Penn staff should move print equipment covered in the MPS program without first consulting with your provider. All print assets covered in the MPS program will be tagged for identification purposes and to ensure proper levels of service.

**10. How does my department enroll in the MPS program? When should we enroll?**

If you are interested in enrolling in Penn's Preferred MPS program, email [Sourcing@upenn.edu](mailto:Sourcing@upenn.edu). Your department can enroll at any time.

**11. What criteria are used to determine the department's equipment needs?**

When placing printer hardware, the MPS provider considers multiple factors to ensure the satisfaction of all users. Although monthly print output volume is a major consideration, they will also evaluate other needs such as speed, quality, finishing capabilities, ease-of-use, confidentiality requirements, and paper handling capacity. The provider will also review your department's needs to print from special applications, such as Ben Financials, to ensure the appropriate device is selected.

**12. What does the departmental assessment include? How will I know when the MPS provider is coming to my area?**

Once you are on the MPS project list, you will be contacted prior to the assessment by a print analyst from the MPS provider you choose. Their team will work with you to schedule the best time to conduct the assessment. Most business areas complete a walk-through within an hour or two, depending on office area size and complexity. The analyst will need an escort through the area to ensure required access to all print devices. Installation of the data collection software tools can typically be completed in under an hour with coordination of your Local Support Provider or IT staff.

**13. I have security and compliance requirements; can those requirements be maintained and incorporated into an MPS implementation for my area?**

All security and compliance requirements will be noted during the assessment and factored into the final recommendation for your individual business area. Various solutions exist to address document security concerns, such as secure print servers and printer PIN implementation. The various software tools used have undergone a security review by various IT staff at Penn with the assistance of Information Security.

**14. Will equipment be removed from the department? Will the MPS provider decide if the department can keep equipment?**

Cost savings are achievable *without* removing printers simply by sourcing your consumable print supplies through any of the providers. Savings can also be achieved by implementing other parts to the MPS solution such as PaperCut optimization software.

In assessing Penn's current printing environment, several opportunities were identified. Findings in the initial review revealed Penn's current fleet includes thousands of print devices, redundant layers of equipment, and devices that are – most often – oversized for the actual printing need. With this in mind, the most significant cost savings can only be achieved by skillfully balancing the ratio of equipment to employees and matching equipment needs more effectively to the users throughout a business area seeking to implement MPS.

Each department assessment will take into consideration the current printing environment and recommend cost saving opportunities within the assessment proposal. No changes will occur to any printer without consultation and the appropriate level of approval from your business area (School, Department/Center, Office Suite, Building, etc.) A mechanism has been developed to allow excess print devices no longer needed to be recycled, donated, or re-allocated internally to other Penn departments needing print devices.

**15. What if my department doesn't agree with the assessment proposal and wants to keep additional print equipment?**

Each participating department will have the opportunity to review print recommendations and tailor the recommendation to satisfy your business area's needs. One size does not fit all, and a key characteristic of Penn's MPS program is the high degree of flexibility to a variety of individualized office printing needs.

MPS DOES NOT EQUATE TO ELIMINATION OF ALL PERSONAL PRINTERS. To the contrary, MPS seeks to optimize the print environment already in place.

**16. How should departments handle current supplies after enrolling in the MPS program?**

It is suggested departments reduce current supply inventory when enrolling in the preferred MPS program. Supplies already purchased can continue to be used locally, or provided back to the MPS provider for use in the MPS program.

**17. My department is not yet part of any MPS program and my print equipment needs service or supplies now; who should I contact?**

Contact your current maintenance provider; the number should be provided on the equipment. If you do not have a current provider, check with your local IT support provider or contact Purchasing Services for a recommended equipment service company. Outside of the preferred MPS program, you can continue to source supplies and print devices from the preferred channels, such as Telrose/Office Depot (supplies) and CDWG or SHI (devices).

**18. What are the "Papercut", "AssetDB", "TRAC", and "FMAudit" software applications and how are they used in MPS?**

[Papercut](#) tracks print volume output, manages student printing quotas and chargebacks, and is also used to drive end user behavior change with the use of on-screen reminders, print options, etc. Papercut is a highly configurable tool that can be set up to address precisely the print needs and MPS goals of your individual business area.

[AssetDB](#) and [FMAudit](#) are tools used in conjunction with one another to map and analyze your current and future-state print environment. The DocuSense team will map and place each print device as they are currently used with the AssetDB tool and blue prints provided by Penn. Using Penn's network, print devices communicate with the FMAudit application to generate usage volume reports using print usage data typically gathered over several weeks, AssetDB.

Networked printers occasionally communicate with FMAudit to alert on low supplies, service problems, jams, and other datasets reported by each print device. After implementing MPS, your business area can have access to view your print fleet using the web-based FMAudit tool. AssetDB and FMAudit are included within costs of the program.

Similarly, Ricoh utilizes a software solution called "TRAC" to view and manage printer fleets in real-time.

**19. Will departments have to buy new equipment after we enroll in the program?**

No. Existing print equipment that your department already owns can be incorporated into the MPS program for supplies, maintenance, and break/fix service. All equipment, service, maintenance and supplies (excluding paper) are included in the price per impression. Generally, an MPS installation will include costs of new print devices in the per-impression costs you pay monthly.

**20. What happens to the current equipment I have on leases with another supplier?**

Departments with existing leased equipment should still consider a department assessment in light of potential savings. However, existing lease obligations and other MPS contracts will need to be honored through their expiration.

**21. I just bought new equipment; how is that impacted?**

The MPS Program allows for newly purchased equipment to roll into the program. Your MPS provider will assess the equipment and determine the best process to implement cost savings measures.

**22. How often will equipment be refreshed in the program?**

Equipment will be refreshed on an as needed basis and with your consultation; it is in the best interest of both parties to have good working equipment.

**23. Are student lab printers or other student print environments part of this program?**

Student shared printers will only be included to the extent an individual business area seeks to incorporate those devices into the program. This decision will be yours. A variety of options to allow for student charge-backs will be assessed and incorporated into the MPS program.

**24. Are specialty printers, such as research lab printers, wide format printers, plotters, etc., part of the MPS program?**

During a print assessment, the MPS provider will discuss your specific printing device needs and determine what can or cannot be incorporated into the program.

**25. Will the price per page be the only charge once my department has enrolled in the program?**

Yes, when the department accepts and implements the assessment proposal as recommended all costs are included in the price per impression. Detailed invoicing will show all costs and page volumes for each print device.

**26. What are the costs? How will my department be charged?**

The current pricing schedule is available from Purchasing Services or directly from the MPS provider you choose. Participating departments will only pay for exactly what is printed; no more, no less. You will be invoiced on a monthly basis, similar to a utility bill, with clear details on usage by each print device.

**27. What will service response times be?**

Calls placed during normal business hours will have a next-day service response.

**28. Will training be provided if I receive new equipment?**

Your MPS provider will provide on-site training for new devices placed under the program, as needed. Reference materials, printer software drivers, and other device details will be maintained at the MPS website.

**29. What happens to equipment that isn't needed anymore?**

All internal procedures for equipment disposal must be followed. Equipment with no residual value can be recycled by your MPS provider or via other established processes for electronic waste.

**30. Once I have enrolled in the program, who will I contact for immediate equipment service?**

A service number will be affixed by label to each print device incorporated into the MPS program.

**31. How will my MPS provider know when I need toner or service?**

The MPS provider will monitor supply levels through intelligent device monitoring software that will report all critical supplies to the printer fleet service team for inventory purposes. Many service needs will also be monitored through this software. Additionally, there will be a label on your print device that will explain how to place service and supply calls if needed. Call your provider if you know you will need extra ink/toner for a specialized need or unanticipated high volume of printing.

**32. Are departments required to purchase extra supplies? Will departments be responsible for ordering supplies?**

Supplies will be provided by whichever MPS company you choose. Supplies are included in your cost per page, so purchasing extra supplies will not be necessary. Automatic ink/toner supplies delivery will also be included and eliminate the need to maintain an inventory within your office area.