Lexmark Managed Print Services (MPS)

No output strategy. No operational efficiency.

Businesses still depend on paper to serve customers, run supply chains, care for patients, open new accounts and all the other activities that drive performance and growth.

To move and use that paper-based information, organizations rely on processes and people. When these are aligned and efficient, your entire business benefits through faster turnaround, better decisions and responsive customer service.

Lexmark Managed Print Services connects print, process and people to drive productivity and performance.

It creates environments for business growth and customer satisfaction through:

- Infrastructure optimization
- Proactive management
- Streamlined business processes

Credibility established by our track record

Lexmark has been at the forefront of MPS for over a dozen years. We bring you a rich portfolio of award-winning multifunction devices, industry-specific software and highly skilled experts.

Our customer loyalty is solid, with a renewal rate of 96% for the last five years, and one of the greatest percentages of large customers of any MPS provider.

“Lexmark has the longest history of providing specific horizontal and vertical business solutions, backed by a vertically aligned organization, a mature global infrastructure, and a focus on execution excellence.”

IDC MarketScape: Worldwide Managed Print and Document Services
2014 Hardcopy Vendor Assessment

Lexmark global MPS leadership has been recognized again and again by respected analysts like Gartner, Forrester, IDC and Quocirca.

Global and industry experience

From the beginning, Lexmark MPS has been geared to the significant challenges of managing complex, distributed environments, unlike other providers who adopted that approach later. Distributed landscapes are more challenging, because they involve thousands of devices across many locations.

With thousands of successful engagements, we understand your challenges at all levels, from front line to back office. We are proud to call nine of the top ten global retailers and nine of the top ten global banks our customers.*

Other markets we serve include:

- Healthcare
- Insurance
- Manufacturing
- Education
- Government

*Global Retailers and Global Commercial and Savings Banks are based upon revenue according to 2014 Global 500.
It's not just about printers: It's process, productivity, people and performance

Best practices MPS is not just about copiers and printers; it's really about your people. True MPS focuses on what your teams need to become more productive.

Turn information into insight

You can't fix or manage what you don't understand. You need more information about your fleet. The challenge comes down to capturing data, and when it comes to large device fleets, that's not a job to tackle on your own. Lexmark MPS solutions capture information to help run your business more efficiently and effectively.

You gain:
- Visibility into output costs and volumes
- More efficient management of your fleet
- Proactive, economical consumables management
- Insight to improve manual and digital processes
- Industry-specific solutions to optimize workflow
- Single system for visibility and control to manage costs and increase uptime
- Proactive online monitoring and integrated help desk capabilities

Unmanaged fleets won't run efficiently

One of the most obvious problems of unmanaged output is cost. Printers are the single most unaudited business expense, and most businesses don't know what they spend on print. If you don't understand what you’re spending, there’s no way to evaluate the wisdom of the expense or figure out how to spend more wisely.

Printing costs are an often overlooked, misunderstood business expense, but an unmanaged output fleet also causes other problems:
- No standardization or best practices
- Hundreds or even thousands of devices with multiple vendors, models and contracts
- Desktop devices everywhere, but many not networked and shared
- “Consumables chaos” from unmanaged inventories
- Skilled IT staff distracted by printer support calls

Plan for maximum MPS value—we do

Don't underestimate the full scope and value Lexmark Managed Print Services offers. Otherwise, you end up with short-term savings, but miss out on maximizing long-term sustainable cost reductions and so much more. Consider the rewards of proactive services and business process optimization from the start. We do.

We use a progressive strategy to take you from cost reduction to business optimization and future flexibility. Lexmark “best practices” MPS:
- Goes beyond cost reduction and device consolidation to better manage information across your organization.
- Gives you a foundation for continued productivity improvements and process optimization.
- Turns device fleets into productivity tools for better information access and more efficient processes.
- Helps employees get more work done with fewer bottlenecks and more time for customers and business.
Potential savings over 30%

The more you engage with Lexmark Managed Print Services, the more value you gain. We start with assessments to understand your current state and map your path to industry best practices. As you go from infrastructure optimization to streamlined business processes, you’ll see greater savings and productivity. Customers could save upwards of 30% by following the Lexmark approach to enterprise MPS strategy.

Smart sustainability

Organizations across all industries are challenged to bring more sustainable business practices to a world dominated by paper. MPS can help here, too. Reduced print volume and more efficient infrastructure contribute to your sustainability and corporate social responsibility.

Transform manual processes: From hours to minutes

With MPS, multifunction fleet devices become productivity tools for better information access and more productive processes. Your fleet of MPS assets becomes the foundation for process and workflow improvements that move content from paper to digital to “useable.” Information can be captured and channeled automatically into your existing business systems. You can align workflow from back office to front office to better serve customers. Manual paper-based processes can be automated, cutting costs and mistakes. What took hours or days gets done much faster. As a result, employees have more time for customers and business.

Lexmark MPS Value Curve

The Lexmark MPS approach yields savings, visibility and control, and helps address many of the challenges organizations face.
Technology independence

Technology independence

Our unique capabilities translate into world-class, no-worries MPS. Because we own our technology, we can help you faster. Our software works seamlessly with our hardware to deliver industry-specific solutions and process improvements across your enterprise. We use automation and analysis—not manual labor—to proactively manage distributed fleets. With smart devices and a single system view of your fleet, we will help you achieve remarkable results. Lexmark smart MFPs provide a foundation for industry-specific solutions that lead to greater efficiency, and we bring you only the best. Buyers Lab named Lexmark monochrome MFP models as top systems in five categories.

Best practices. Best choice.

Our customers say we manage their enterprise fleet assets better than anyone else. We can do the same for you. Contact us to talk about your problems and goals. We’ll take you from “best guess” fleet management to best practices managed print services.

“...it took a lot of coordination and planning between Cummins and Lexmark, to make sure everybody was on the same schedule and fully prepared. Lexmark did a very good job, even in countries where we expected difficulties.”

Bruce Smith
Director of Computing Services
Cummins Inc.

“What we value most about working with Lexmark is its commitment to helping us achieve our goals. Together, we have truly made a difference that will continue to yield benefits for MSH and its patients for years to come.”

Tim Pemberton
Chief Information Officer
Markham Stouffville Hospital

“Union Bank’s MPS investment generated 142% ROI in first three years, with total benefits of $5.4 million over three years.”

ROI case study
Union Bank

“Lexmark came in here, guided us, and made it very clear that they were in this for the long term. Lexmark showed that this was a partnership, not just a transaction.”

Michael Leeper
Senior Manager, IT Engineering
Columbia Sportswear

“The Lexmark suite has become such an integral part of our day-to-day business such that our users depend on it and rely on it for practically everything they do...we also now have a strategic partner that will be with us for the long haul.”

Russell Dover
Director, Software Development
Unum Group

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