

**MPS Program Description**

**Bill Harris,**

**University of Kentucky**

**Purchasing Director**

*“With this program, everyone in the UK community can play a part in reducing costs and ensuring sustainability. We can make a big impact by analyzing and managing the way we print.”*

MPS, or Managed Print Services, is a service offered by an external provider to analyze and manage networked document output devices to reduce the total cost of ownership (including expenses for equipment, supplies, maintenance, paper and energy) and improve efficiency and productivity within the university.

MPS includes:

* Equipment, toner supplies, preventive maintenance, parts and repair for network connected devices
* Guaranteed service level response times
* Detailed account usage and simplified billing utilizing a cost per page model
* Equipment upscaling and downscaling flexibility
* Ease of managing contract terms and conditions

**Pre-Assessment Work**

The purpose of the pre-assessment work is to determine the appropriate project team for your area. Due to the nature of the program, you should provide an Executive Sponsor, a Business Manager capable of providing financial information, and an IT Resource capable of explaining specialized applications or business processes within your area. Your team will meet with the IKON project team to finalize the scope of the area (department, buildings, floors) being assessed and kick off the project.

**Step One: Build Project Team & Scope**

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Name** |  | | |
| **UK College/Department Project Team** | | **MPS Project Team** | |
| **Executive Sponsor Phone Email** |  | Strategic Account Executive | Brad Mullins  (859) 323-5705  [bmullins@ikon.com](mailto:bmullins@ikon.com) |
| **Business Manager Phone Email** |  | Area Program Process Manager | Rohn Durbin  (859) 323-5757  [rdurbin@ikon.com](mailto:rdurbin@ikon.com) |
| **IT Support Phone Email** |  | UK Representative | Denise Finn  (859) 257-5474  [ukmps@uky.edu](mailto:ukmps@uky.edu) |

|  |  |
| --- | --- |
| **Determined by College/Department Project Team** | |
| **Project Scope  (Dept/Buildings/Floors/Number of Employees)** |  |
| **IP Ranges for all Departmental Printing Devices** |  |
| **Are there any dates or times throughout the year that would NOT be a good time for an assessment of your area?** |  |

**Step Two: Gather Pre-Assessment Information**

* **Executive Sponsor:** Send email notification to all faculty/staff/employees and prepare Change Management approach with IKON Project Team
* **Business Manager:** Gather financial information for current lease and service agreements, printing supply expenses (toner, cartridges, paper, etc.) and provide cost centers
* **IT:** Schedule time for assessment with IT desktop support escort; provide a list of special applications and needs; appropriate admin logins and passwords

**Assessment Work**

The assessment will be completed primarily by IKON. Your department will be responsible to provide an escort—preferably an IT desktop support resource—that can aid in locating equipment and assisting with special applications throughout the work area. Experience has shown that working through the physical inventory with a knowledge resource increases the accuracy of information, improves the final solution, and speeds up the entire process.

* Timeframe – Varies due to scope and size of project

**Kelly Vickery**

*Director of Library Infrastructure & Systems*

*"Following the steps IKON has provided in the assessment phase of the MPS project made this process easy to implement with minimal effort while providing the Libraries with the best possible picture of our current printing practices and needs.  IKON's assessment has laid a firm foundation for an efficient, effective and economical printing plan for the UK Libraries into the future."*

* Step One - Physical Inventory 1 (IKON Performs)
  + Department
  + Building/Floors
  + Make
  + Model
  + UK Asset No
  + Serial No
  + Installation Date (if known)
  + Connection Type
  + Duplex Capable
  + Furniture
  + Finisher
  + Mailbins
  + IP Address
  + Cost Center
* Step Two – Physical Inventory
  + Second onsite meter read (for non-connected devices)
  + Collect remaining supply inventory
* Identify special software and business process requirements (IT)

**Post Assessment Validation**

IKON will gather all information in one document. This document will be reviewed with a minimum of one member of the UK College/Department Project Team to validate the numbers and preliminary recommendations.

* Review of current state with one UK College/Department Project Team member
* Benchmark current spend
* Validate recommendations

**Future State Proposal**

IKON will provide a future state proposal with all members of the UK project team. Once the appropriate solution is agreed upon, the project will move into an implementation phase.

* Review future state proposal with entire Project team
* Complete MPS Program paperwork (Service Order, UK Trade-in and Surplus Equipment Form)
* Schedule MPS Program implementation
* Schedule electric/network adds/changes

**On-Going Program Support**

Implementation will be closely coordinated with the UK Project Team, or a designated person to serve as a project coordinator throughout the implementation phase.

* Program implementation (Equipment additions, moves, etc.)
* IKON provides initial training on equipment
* IKON provides instructions on how to order supplies and request service
* Review first monthly invoice with Business Manager

**Supporting Information**

The following documents may be useful and can be found at:

<http://uky.edu/mps>

* Equipment Trade-In / Disposal Process
* Current Toner Credit Process
* Campus wide Applications supported by IKON

**UK Responsibility Matrix**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Action** | **Executive**  **Sponsor** | **Business**  **Manager** | **IT**  **Resource** | **MPS**  **Team** |
| **Appoint Business Manger and IT Resource** |  |  |  |  |
| **Send email notification to all faculty/staff/employees within area to be assessed** |  |  |  |  |
| **Meet with the IKON project team to finalize the scope of the area to be assessed** | *Optional* |  |  |  |
| **Gather financial information for current lease and service agreements** |  |  |  |  |
| **Gather printing supply expenses (toner, cartridges, paper, etc.)** |  |  |  |  |
| **Provide cost centers** |  |  |  |  |
| **Schedule time for assessment with IT desktop support escort** |  |  |  |  |
| **Provide a list of special applications and needs** |  |  |  |  |
| **Appropriate admin logins and passwords** |  |  |  |  |
| **Physical Inventory** |  |  |  |  |
| **Post Assessment Validation** |  |  |  |  |