

# THE WATER GROUP DECISION SUPPORT SERVICES



Helping organizations reduce the costs of Imaging & Output (e.g. Print, Copy, Fax, Document-Related Workflow), improve procurement decisions, and ensure the success of solutions such as Managed Print Services (MPS) and Print Management (PM)

The professionals at The Water Group are some of the world's foremost Imaging & Output thought leaders, and most experienced, proven consultants and practitioners in the fields of Imaging & Output strategy, solution appropriateness, execution, and performance improvement since 1998.

Organizations want to reduce the costs of procurement, ownership, management, and support

Today, organizations are looking to achieve three primary goals related to its Imaging & Output (print, copy, fax, scan, workflow-related solutions) environment:

- (1) Reduce the costs of procurement, ownership, management, and support;
- (2) Improve user-related efficiency and productivity; and
- (3) Improve operations.

In our work with organizations around the world, we find, however, that most organizations struggle with how to accomplish these goals. And when it comes to the most popular solution proposed for helping organizations accomplish these goals—Managed Print Services (MPS)—organizations struggle with understanding it, developing a plan for it, executing it when implemented, and, generally making it work to their benefit.

## Why MPS and Print Management Engagements Fail to Deliver on the Promises

We have found that approximately 68% of Managed Print Services implementations resulted in cost-reductions, while only 59% achieved the forecasted hard-dollar cost-reductions on which they were sold.

Over the years, we have worked with companies globally on Managed Print Services initiatives, we have conducted countless MPS office assessments, and we have also conducted a significant number of Results Validation analyses for companies. Through these experiences, we have gained significant insight into the performance of MPS implementations and how successfully the solution and the solution's providers have performed against the cost-reduction forecasts that were developed during the assessment's solution development stage.

Overall, we have found that approximately 68% of Managed Print Services implementations resulted in cost-reductions, while only 59% achieved the forecasted hard-dollar cost-reductions on which they were sold. This under-performance is not an indictment of the solution itself, but reflects MPS solution providers' ability to effectively execute a Managed Print Services engagement.

Through engagements wherein we analyze companies' MPS implementations and identify those that fail to deliver the financial and performance benefits on which they were sold and cases where the initiatives simply fail, the main reasons that we have observed for these failures are because of:

# DECISION SUPPORT SERVICES

**The primary reasons why MPS and PM implementations fail are many**

- Inexperience
- Poorly-conducted office assessments
- Lack of client preparedness
- Irrational client expectations (often fueled by sales representatives)
- Lack of consistent global delivery capabilities
- Unfavorable contracts

## We Can Help You Make the BEST Decisions

The Water Group provides Managed Print Services Decision Support designed to help organizations make the "right" decisions regarding Imaging & Output solutions such as MPS, print management (PM), copier/MFP renewals, and large-scale acquisitions. We will help you:

- Identify and select the most appropriate vendor(s) to engage;
- Navigate the MPS/print management/renewal offerings being presented by vendors;
- Minimize the risks associated with entering into a 3, 4, or 5-year MPS/PM agreement;
- Hold vendors accountable for Building the Business Case to ensure that the purpose of the project is at the forefront of the initiative; potential risks have been considered and mitigation planned for; the cost-benefit analysis projects positive returns; the implementation timeline has been approximated; expected changes have been considered and adjusted for (including costs); and a results-validation plan has been developed. These are just a few suggestions when building the business case.
- Negotiate with vendors to ensure you are getting the best deal possible. We even offer an option through which organizations will not pay us a fee, but can instead opt to pay us a percentage of the amount of money we can save you beyond the amount which the organization can negotiate itself;
- Spot flawed and unfavorable MPS/PM recommendations, solution designs, and proposals;
- Craft effective and meaningful MPS RFPs and RFIs;
- Review MPS/PM RFP responses and proposals;
- Develop plans and processes for measuring the effect of the MPS/PM implementation over time;
- Serve as the buyer's agent when evaluating MPS/PM offerings to help you make the best decision and to keep the vendors honest; and
- Generally help to ensure that you are making the absolute best, safest decisions.

## Our Team of Professionals is Expert at:

- Imaging & Output (I&O);
- Managed Print Services
- I&O and MPS purchasing & procurement;
- Strategy;
- Execution;
- On-going MPS solution management; and
- Post-implementation success measurement (or lack thereof).

For additional information on how Water can help your company make this important purchase decision, please contact your local Water representative or contact us at: 877-880-2754, [info@water215.com](mailto:info@water215.com), or on the web at [www.water215.com](http://www.water215.com)