



# MANAGED PRINT SERVICES

Optimize Your Printer  
Fleet and Save

PC Connection®  
we solve IT™



## The Print Environment Has Evolved. Has Your Strategy?

When it comes to printers, organizations today must walk a fine line between convenience and cost. End users demand high-quality prints, bulletproof reliability, and a seamless experience. Add to that support, maintenance, and supplies that are always available and never intrusive, and it's a tall order for anyone to fill. Tasked with delivering those productivity-boosting features, IT departments often struggle to control costs and maintain the visibility needed to manage an increasingly complex environment.

PC Connection, Inc.'s Managed Print Services (MPS) provide the insights you need to better understand your total printing costs, fleet management, maintenance requirements, and more. As a trusted partner with more than 30 years of experience, we can help you right-size and optimize your print suite to increase visibility into your environment, improve productivity and performance, and reduce costs.

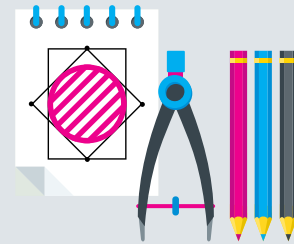
# Why Partner with PC Connection?

As a leading National Solutions Provider, PC Connection has the resources and expertise to help tackle your toughest printing challenges. Our Managed Print Services are built around offering you greater value, convenience, and productivity. When you partner with PC Connection, you get:

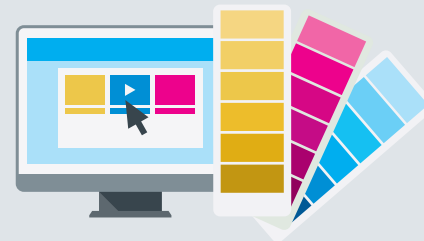
- **Access**—An Account Manager serves as your single point of contact, providing you with instant access to a wide range of valuable resources and expertise, including a dedicated MPS customer support team.



- **Trusted Guidance**—We do not sell one-size-fits-all solutions. We partner with you and listen to your challenges, goals, and needs to develop a solution that delivers the results you want.



- **Choice**—Our extensive partnerships with leading manufacturers ensure we have the technical skills and experience to fit every environment. And because we're vendor agnostic, we're able to help you select the right solutions for your exact needs—regardless of brand or technology.





# Managed Print Services

## Our Customer-Centric Approach

Greater visibility into your print suite fuels smarter decision making, increased efficiency, and improved productivity. That process starts with an assessment to better understand the makeup of your environment and how your devices are being used.

Our experts install a data collection agent that gathers key information over a 30-day period, including:

- The number of print devices, makes, and models currently in your environment
- Device utilization
- Device status
- Page volumes
- Percentage of mono and color print jobs
- Supply usage

Following the assessment, we provide an estimated savings proposal that details your current printing requirements and outlines potential monthly savings.

Depending on whether your organization is upgrading an existing printer fleet or deploying a new solution, our experts can recommend device replacements or optimization strategies. We will also discuss document management, security, and environmental sustainability.

At the conclusion of the MPS rollout, our experts provide key communication points to explain the value of MPS offerings to end users. Known as an executive sponsorship memo, this customizable document introduces the program and serves as a Q&A brief for users. It's a concise, informative way to convey the benefits of Managed Print Services to your entire organization.





# Managed Print Services

## Our Customer-Centric Approach

Our Managed Print Services offering includes a statement of work then follows up with a simple, 3-step onboarding process:

1. Gather information about the environment
2. Note any initiatives for on-site technicians
3. Determine the type of asset tags and stickering for devices

The rollout centerpiece is a customized customer portal. The collected information is incorporated into a portal, which is linked to the proactive management system that monitors all of the devices. The portal yields meaningful reports that are broken down by device type, location, and name. To ensure your team derives the maximum value our experts:

- Offer training throughout the deployment
- Provide a detailed overview of the portal
- Explain various functions, such as ordering supplies or services

Our team is trained across MPS solutions from leading vendors, including HP Managed Print Services and Xerox PageConnect. Depending on the type of MPS solution selected, we can integrate a wide variety of functionality into the customer portal—such as utilizing an Apple or Android device to request service or supplies by scanning a sticker or barcode on the printer.





# Managed Print Services

## Better Control and Increased Efficiency

Our experts tailor every Managed Print Services engagement based on the user workflows and print devices within an environment. Working as an extension of your team, we will help align your printing solution with your needs, reducing the management burden on your IT staff and freeing up resources to focus on core competencies.

With the right information at your fingertips, you'll be able to:

- Gain visibility and manageability
- Reduce administrative, IT, and supply costs
- Improve budgeting and forecasting with predictable costs
- Increase printer reliability and uptime
- Boost end user productivity





# Managed Print Services

## On-going Support for Dynamic IT Needs

Our Managed Print Services experts support any move, add, or change to your solution. Whether you need to change the location of existing devices, add new printers, or remove legacy technologies, we can help. Our MPS customer support team is also available live to answer any questions or concerns you have.

If you want to optimize other elements of your IT infrastructure—such as networking, security, or storage—expertise from our other Practice Areas is one call away. We can help you strengthen your security or improve efficiency across document storage and retrieval with solutions and services tailored to your unique needs. Our goal is to solve your challenges and reduce complexity in your environment, so that you can focus on running your organization.

Contact an Account Manager today to learn how our Managed Print Services can help you control your printing costs and empower your workforce to get more done.





CONVERGED  
DATA CENTER



CLOUD



SECURITY



MOBILITY



NETWORKING



SOFTWARE



LIFECYCLE

## About PC Connection, Inc.

As a leading National Solutions Provider, we've been trusted for more than 30 years to connect people with technology that enhances growth, elevates productivity, and empowers innovation. PC Connection, Inc., a Fortune 1000 company, has three sales companies: PC Connection Sales Corporation, MoreDirect, Inc., and GovConnection, Inc., headquartered in Merrimack, NH, Boca Raton, FL, and Rockville, MD, respectively.

**PC Connection, Inc.**  
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**PC Connection**  
Small and Medium Business IT

**MoreDirect**  
A PC CONNECTION COMPANY  
Enterprise IT

**GovConnection**  
A PC CONNECTION COMPANY  
Government and Education IT

Complete technology solutions and services  
are available through the PC Connection, Inc. family of companies.