## Managed Print Services process

<table>
<thead>
<tr>
<th>Observe and analyze</th>
<th>Do’s</th>
<th>Don’ts</th>
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</thead>
<tbody>
<tr>
<td>• Create a map of the current environment</td>
<td>• Do not keep your customer in the dark</td>
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<tr>
<td>• Ask for current contracts or invoices</td>
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<table>
<thead>
<tr>
<th>Plan and propose</th>
<th>Do’s</th>
<th>Don’ts</th>
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<tbody>
<tr>
<td>• Understand the customer’s pain points</td>
<td>• Do not proceed before getting an agreement on where to go next and how to roll it out</td>
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<tr>
<td>• Provide before and after scenarios of the proposed design</td>
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<td>• Set up a plan for reaching a goal</td>
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<td>• Offer a pilot program</td>
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<tr>
<th>Deploy and transition</th>
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<tr>
<td>• Plan for a gentle transition to the new environment</td>
<td>• Do not ignore the rules of the customer’s environment. For example, if a hardhat is required, be sure to wear one</td>
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<tr>
<td>• Develop a plan with information, resources, where to go for help during the transition</td>
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<tr>
<th>Manage and innovate</th>
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<th>Don’ts</th>
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<tr>
<td>• Pay attention to scale, and track the customer’s return on investment</td>
<td>• Do not neglect the customer after MPS is set up in their environment</td>
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<td>• Expand the pilot program to a full implementation</td>
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