

Managed Print Services: Technology and Solutions

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Abstract

Managed Print Services (MPS) represents an exciting growth segment for the print industry with an estimated global market of over \$25 billion by 2014 (InfoTrends). More than just supplies and service contracts, MPS offers a holistic solution to the management of output technologies and workflows for organizations and companies of all sizes. MPS drives business process innovation by helping customers better manage the volume of documents flowing through their organization – and the costs associated with printing, sharing and updating them.

From small businesses to global enterprises, MPS optimizes the configuration of increasingly heterogeneous print output infrastructures, while delivering change management support so customers can successfully adapt to new technology and streamlined work processes. The depth and breadth of the delivery of complex MPS solutions requires a high degree of business process automation delivered by specialized software tools to smoothly integrate and orchestrate efficient service delivery processes.

The objective of this talk is to provide an overview of the key MPS processes and a survey of benchmark technology approaches used by leading OEM and application providers to address

customer needs. The talk includes an up-to-the-minute overview of the methods, processes and technologies that are refocusing the print industry towards a service orientation, convergence with ITO and next generation commercial applications such as Cloud Print, Print as a Service and Hardware as a Service.

Biography

Shane is Chief Platform Architect for Xerox's GDO Managed Print Services tool suite, a role he assumed in July 2011. As Platform Architect he is responsible for the business, technical and application architectures for the global MPS and CMS platforms, as well as supporting corporate-wide system rationalization initiatives.

Shane joined Xerox in 2008. He has held various management and offering development roles withing GDO and he continues to be involved with key initiatives including partner channel development.

Prior to joining Xerox, Shane was Enterprise Architect at Hobart & William Smith Colleges where he provided support on various institutional initiatives including implementation of PeopelSoft ERP and Advancement systems modernization.

Shane began his career as an entrepreneur providing innovative technical and consulting support to SMB and Fortune 500 companies. He lives with his wife and two children in Canandaigua, NY.