



MPS Guide for Healthcare Systems

How to Evaluate
Managed Print Strategy Based on
Operational Fit, Not Hardware Preference



Why This Conversation Needs to Change

Most healthcare organizations approach Managed Print Services as a hardware conversation.

“Which manufacturer? What devices? What pricing model?”

But healthcare environments are **not** hardware problems.

They are complex operational systems where print, scan, and document workflows directly impact:

- ✔ Patient record access
- ✔ Clinical coordination
- ✔ Administrative throughput
- ✔ Compliance exposure
- ✔ IT workload

The real question is not “What devices should we standardize?” It is:

“What model best supports consistent, reliable workflows across our entire system?”

Why Healthcare Systems Struggle with OEM-Led Standardization

The Core Problem

OEM Priorities:

- ▶ Fleet consolidation
- ▶ Device volume
- ▶ Brand alignment

Healthcare Systems Priorities:

- ▶ Workflow continuity
- ▶ Distributed support
- ▶ Consistent uptime

Those priorities are *not* always aligned.

Where OEM-Led Standardization Breaks Down

1. One-size-fits-all environments don't exist

- Hospitals, clinics, and specialty sites operate differently.
- One device strategy rarely fits every location.

2. Support models are not built for distributed care

- Service expectations vary across locations
- SLAs may be inconsistent or unclear

3. Workflow considerations are secondary

- Print/scan workflows are often adapted after device decisions
- This leads to manual workarounds and inefficiencies

4. Vendor goals don't match operational realities

- Manufacturer quotas ≠ healthcare performance needs

Key Insight: Standardizing devices without standardizing how work gets done creates the illusion of control, not actual performance improvement.

What Healthcare Leaders Should Evaluate Before Standardizing Fleets

Before you make a fleet decision, you need clarity on how your environment actually operates.

Evaluate Your Current State

- ✓ **Workflow Alignment**
 - Are print and scan workflows consistent across departments and sites?
 - Are EMR-related workflows supported or slowed by current processes?
- ✓ **Support Model Consistency**
 - Do all facilities receive the same level of service?
 - Are response times predictable across locations?
- ✓ **Visibility**
 - Can you see performance issues system-wide or only site by site?
- ✓ **IT Burden**
 - How much time is IT spending on print-related issues?

What Most Organizations Miss

They evaluate:

- Cost per device
- Lease structure
- Hardware Specs

They miss:

- ✗ Workflow reliability
- ✗ Service consistency
- ✗ Operational variability across sites



Questions to Ask About Uptime and Distributed Service Support

Uptime is not just “Are devices working?” It’s: “**Can every location operate without disruption?**”

Critical Questions to Ask

Uptime Accountability

- Who owns uptime across all locations?
- How is uptime measured across the system?

Consistency Across Sites

- Will a clinic receive the same response level as a hospital?
- Are service levels standardized or location-dependent?

Issue Resolution

- Are problems resolved proactively or only after escalation?
- Is root cause analysis part of the support model?

Service Visibility

- Do you have centralized reporting across all facilities?

Red Flags To Watch For:



Different service experiences by location



No centralized performance visibility



Reliance on escalation instead of structured support

How Secure Print and Workflow Reliability Fit into the Bigger Picture

Security and workflow are often treated as separate conversations. In reality, they are tightly connected.

Where Risk Shows Up

Unsecured Output

- Documents left on devices
- No consistent authentication process

Inconsistent Access Control

- Different rules by department or location

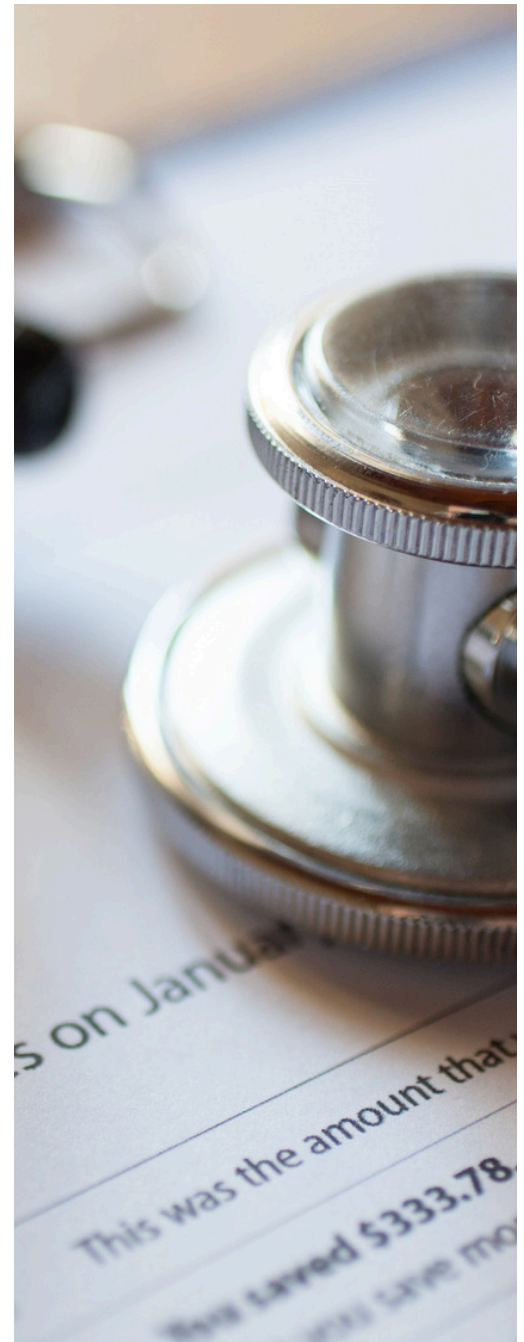
Manual Workarounds

- Staff bypass secure processes to save time

The Bigger Issue

When security slows workflows:

- Staff create shortcuts
- Compliance risk increases
- Process consistency breaks down



Security only works when it aligns with how people actually operate.

What Brand-Neutral Support Looks Like in a Health System Environment

Brand-neutral does not mean “no strategy.” It means the strategy is **built around your environment**, not a manufacturer.

Characteristics of Effective Brand-Neutral Support

Environment-Driven Decisions

- Device selection based on site needs, not brand mandates

Flexible Support Model

- Service adjusted to each facility while remaining consistent in expectations

System-Wide Visibility

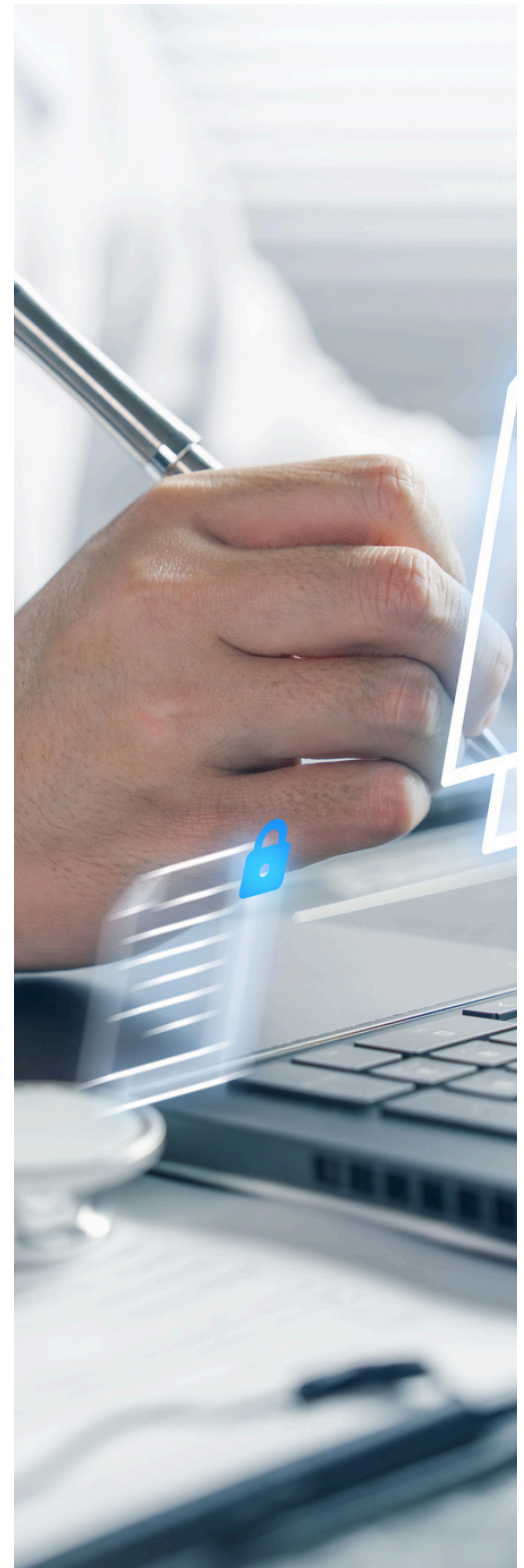
- Centralized reporting across all devices and locations

Workflow-Centered Approach

- Print and scan processes designed around clinical and administrative needs

Why It Matters

- Healthcare systems are not uniform.
- Your support model shouldn't be either.



How to Assess Whether Manufacturer-Driven Decisions Align with Operational Goals

Not all manufacturer recommendations are wrong. But they should **not** be accepted without evaluation.

Ask These Questions

1. Does this recommendation improve workflow consistency across sites?
2. Will it reduce IT workload or increase dependency?
3. Does it support both clinical and administrative workflows?
4. Is this decision driven by our needs—or vendor incentives?

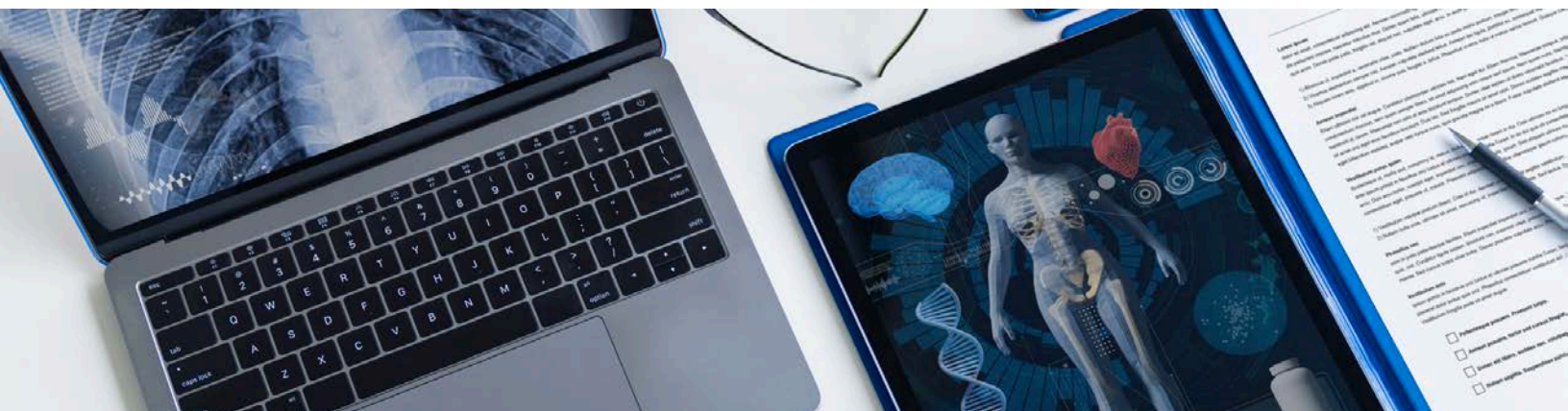
Decision Filter Guide

If the answer is primarily: → But doesn't improve: →

- "It simplifies procurement"
- "It aligns with one vendor"

- X Workflow reliability
- X Service consistency
- X System-wide visibility

It's likely not aligned with your operational goals.



Clinical, Administrative, Procurement Considerations

MPS decisions affect multiple stakeholders, but they are rarely aligned.

Clinical Perspective

- Needs fast, reliable access to documents
- Cannot tolerate delays or complex workflows
- Requires consistency across shifts and locations

Administrative Perspective

- Focused on efficiency and document handling
- Sensitive to bottlenecks and manual processes
- Needs workflows that reduce rework and duplication

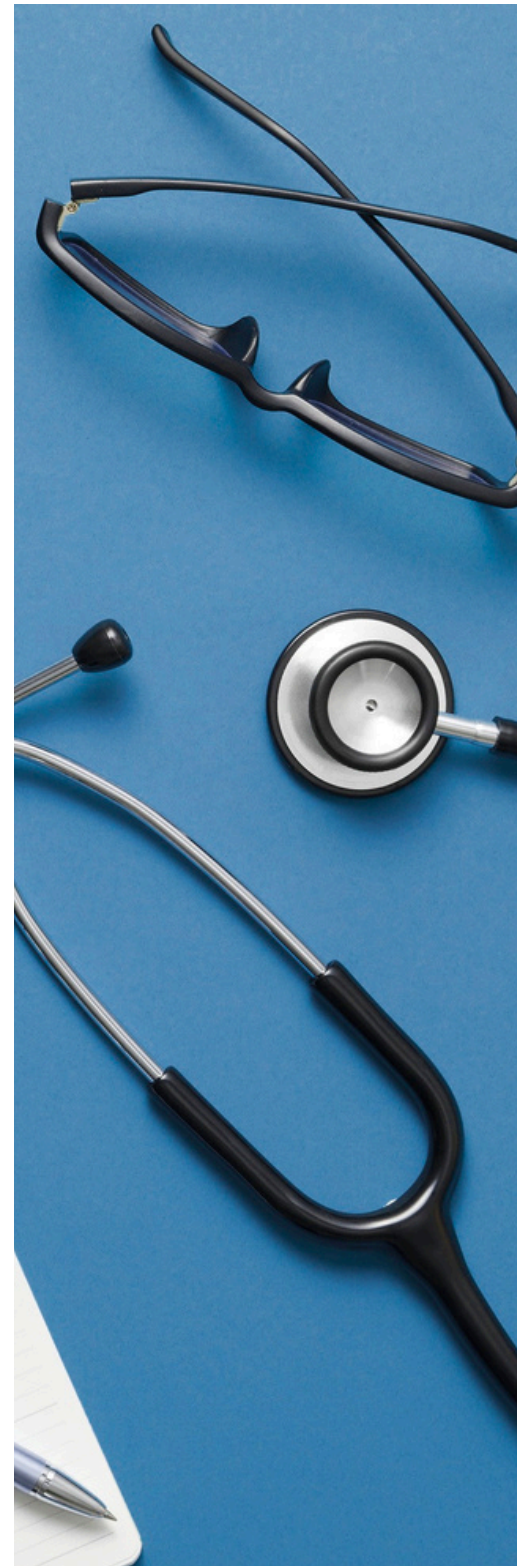
Procurement Perspective

- Focused on cost control and vendor management
- Often drives standardization decisions
- May not have full visibility into workflow impact

The Disconnect

When decisions are made without aligning all three:

- **Efficiency drops**
- **Workarounds increase**
- **IT burden grows**



Recommended Evaluation Criteria for a Healthcare MPS Partner

This is where most MPS evaluations fall short.

Evaluate Based On:

1. System-Wide Consistency

Can they deliver standardized service across all facilities?

2. Workflow Understanding

Do they understand clinical and administrative workflows—not just devices?

3. Support Model Design

Is their service proactive and structured—or reactive?

4. Visibility and Reporting

Can you see performance across your entire system?

5. Flexibility

Can they support multiple environments without forcing uniformity?

6. Security Alignment

Do their solutions support compliance without disrupting workflows?

7. IT Impact

Will they reduce IT workload or shift it elsewhere?

What To Avoid:



Hardware-first conversations



Vendor lock-in without operational justification



Solutions that do not scale across distributed environments

Final Takeaway



Most healthcare organizations don't have a print problem.

They have an operational consistency problem when:

- Workflows vary
- Support is inconsistent
- Visibility is limited

Operational drag builds across the entire system. The right MPS strategy doesn't fix devices. It stabilizes how your organization runs.

[I want a Clearer View of Our Operational Fit](#)

