

Xerox Corporation

BLI PaceSetter 2020–2021 in
Managed Print Services



Xerox Corporation has claimed a Buyers Lab (BLI) PaceSetter award 2020–2021 in Managed Print Services for all the markets it serves globally from the analysts at Keypoint Intelligence thanks to its...

- Expansive scope of services that go beyond traditional MPS through use of analytics, cloud technologies, and more
- Highest US federal government security approval (FedRAMP) for cloud-based MPS
- Xerox Workplace Cloud platform that enables print cost tracking, print defaults for homeworkers, and more
- Range of resources for channel partners, including Xerox Remote Connect to enhance print service capabilities
- Advanced services including assessment and design, transition management, and IT help desk

A carefully crafted MPS program is still a bread-and-butter offering for office equipment manufacturers and their partner resellers. Onboarding an MPS account converts a “transactional” customer into a “relational” one, which opens the door for ongoing sales in all areas a vendor offers. Moreover, MPS programs have evolved to include much more than basic placement and maintenance of output devices. To determine which vendors set the bar, Keypoint Intelligence invited the leading OEMs to participate in an in-depth study on areas such as primary differentiators, platform features, ability to accommodate remote employees, and more. Keypoint Intelligence analysts then applied a proprietary scoring rubric to determine the winners. In this inaugural study, Xerox Corporation has been honored with a BLI PaceSetter award 2020–2021 in Managed Print Services.

Xerox was recognized for its dedication to helping organizations of any size optimize their print and document infrastructure, while also enabling digital transformation through both its direct salesforce and channel partners. In addition to having FedRAMP compliance, Xerox’s cloud-based MPS infrastructure facilitates a consistent user experience across offices and home workspaces via customizable UI and apps, omni-channel support options, and analytics highlighting digital transformation opportunities. In addition, the company’s program can also include devices such as plotters, scanners, and barcode readers within MPS contracts.

“Xerox understands the importance of flexible managed print services options that are backed up by powerful analytics capabilities covering devices, documents, users, and processes,” said Jamie Bsales, Director of Smart Workplace & Security Analysis at Keypoint Intelligence. “Offerings like Virtual Print Management and Printer Security Audit Services for direct sales, and Workplace Cloud and Workplace Cloud Fleet Management for dealers, support robust print tracking, cost recovery, remote fleet management, firmware upgrades, and automated incident creation for customers, among other important capabilities. MPS engagements can also be enhanced with a broad range of secure pull printing and mobile printing options, including server-based or cloud-based tools, modular solutions, and a range of user-authentication options.”

About Keypoint Intelligence

For almost 60 years, clients in the digital imaging industry have relied on Keypoint Intelligence for independent hands-on testing, lab data, and extensive market research to drive their product and sales success. Keypoint Intelligence has been recognized as the industry’s most trusted resource for unbiased information, analysis, and awards due to decades of analyst experience. Customers have harnessed this mission-critical knowledge for strategic decision-making, daily sales enablement, and operational excellence—improving business goals and increasing bottom lines. With a central focus on clients, Keypoint Intelligence continues to evolve as the industry changes by expanding offerings and updating methods, while intimately understanding and serving manufacturers’, channels’, and their customers’ transformation in the digital printing and imaging sector.

About Buyers Lab PaceSetter Awards

Based on exhaustive questionnaires, in-depth interviews, and a proprietary rating scale, Buyers Lab PaceSetter awards recognize those document imaging OEMs that have shown market leadership in a variety of categories, including with technologies, services, and key vertical markets.

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