

# Managed Print Services, 2023

Building a secure and sustainable workplace



The Managed Print Services Market Landscape  
Excerpt Report: Xerox  
September 2023

QUOCIRCA

## Executive Summary

Amid a challenging economic climate, organisations are looking to maximise operational efficiencies and re-evaluate technology infrastructure investments. Although a measured return to the office is underway, print volumes will continue to be pressured, particularly as organisations accelerate digitisation initiatives. Organisations using MPS have higher expectations of its ability to reduce environmental impact, while also looking to address ongoing costs associated with their print infrastructure.

Many are re-evaluating, optimising, and refreshing their printer fleet, providing MPS providers with opportunities to help customers transform their print and digital infrastructure through cloud-based, secure, and sustainable solutions and services. However, customer satisfaction is falling as expectations increase. MPS customers expect suppliers to demonstrate strong expertise across cybersecurity, cloud, and sustainability, reflecting the need for suppliers to enhance their competitive differentiation.

This report highlights the findings from Quocirca's primary research study, conducted in May 2023 across 208 organisations using MPS in the UK, France, Germany, and the US.

### Key findings:

- **Changing office footprints are creating new workplace solution needs.** Real estate footprints are expected to change by 2025. Overall, 59% of businesses indicate that they expect it to increase, compared to 26% that anticipate a decrease. This suggests that some organisations may be moving to introduce more satellite offices or expand collaboration and social space. As hybrid work impacts office occupancy levels, organisations are looking at more effective workplace solutions to maintain employee productivity and engagement.
- **Hybrid work continues to impact print volumes.** While employees are increasingly returning to the office, with an average of 40% working fully in the office and a further 33% in a hybrid model, employee behaviour may have irrevocably changed when it comes to printing. On average, organisations estimate that print volumes are 52% of pre-pandemic levels, with this expected to stay relatively stable at 54% through 2024. While the UK is more optimistic at 60%, this compares to just 48% in France.
- **Organisations are refreshing and rethinking their printer fleets.** As organisations look to drive more efficiency and control costs, they are updating their printer fleets. Overall, 42% are moving to a more centralised fleet, with 41% indicating they are moving to a more distributed fleet. While this is strongly dependent on industry sector and organisation size, 36% are notably prioritising the introduction of inkjet printers in the office, rising to 45% in the retail sector.
- **Cost, sustainability, and security are top print management challenges.** Overall, 37% of respondents report that cost control is the top print management challenge, followed by the cost of purchasing and maintaining print servers (32%) and reducing environmental impact (31%). Larger organisations are more likely to consider reducing environmental impact a key challenge (34%), as well as securing home printing (23%).
- **Cloud usage is driving cloud print management adoption.** Overall, 48% of organisations using MPS report that they have implemented a cloud print management platform, with a further 39% planning to do so in the next year. However, despite this shift to the cloud, only 13% say they are prioritising reducing or eliminating print servers. This suggests a lack of awareness of the benefits of serverless printing, as well as an ongoing requirement amongst many organisations to operate an on-premise print infrastructure.
- **Cybersecurity and IT expertise are top MPS provider selection factors.** Cybersecurity expertise is the top requirement when organisations are selecting an MPS provider. Overall, 45% rate this as very important, rising to 51% amongst UK respondents. In the US, IT infrastructure expertise (along with analytics expertise) is rated as the top selection factor (52%), compared to just 33% in Germany. This reflects a more mature market potentially for managed IT services in the US, as well as acceptance of using a single supplier for both print and IT services.
- **MPS satisfaction rates have dropped since 2022.** Only 31% of respondents indicate that they are very satisfied with their MPS supplier in 2023, compared to 47% in 2022. Key areas where MPS is proving less effective include reducing environmental impact, service reliability, and reducing costs. Although active dissatisfaction is still low at only 6%, a lack of positive feeling towards suppliers increases the risk of customers reviewing their contracts or looking elsewhere.

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## Methodology and Definitions

Quocirca conducted a survey among senior managers with responsibility for decisions relating to managed print services. The research was conducted in the UK, France, Germany, and the US, amongst 218 enterprises with 500 or more employees that were already using a managed print service. For the purposes of this research, organisations with 500 to 999 employees are referred to as mid-size organisations, and those with over 1,000 employees are classed as large organisations. The survey was conducted online and fielded in May 2023.

### Definitions

Quocirca defines a 'managed print service' as the use of an external provider to assess, optimise, and continuously manage an organisation's document output environment and improve productivity and efficiency, while reducing cost and risk. It also leverages existing investments in multifunction printers (MFPs), while continually monitoring usage, so the optimised infrastructure continues to meet business needs.

MPS covers several service areas across three broad categories:

- **Assessment.** A review of the current print environment to provide recommendations for rationalisation and an estimate of potential future savings. These range from basic online assessments to full workflow assessments. Environmental impact analysis and document security assessments may also be included.
- **Optimisation.** Device rationalisation and consolidation to improve user-to-device ratios, and development of print policies as part of a governance framework for a full enterprise MPS, deployment, transition, and change management.
- **Management.** Continuous process improvement, business reviews, service level agreement (SLA) monitoring, remote management, and workflow improvement.

### The MPS ecosystem

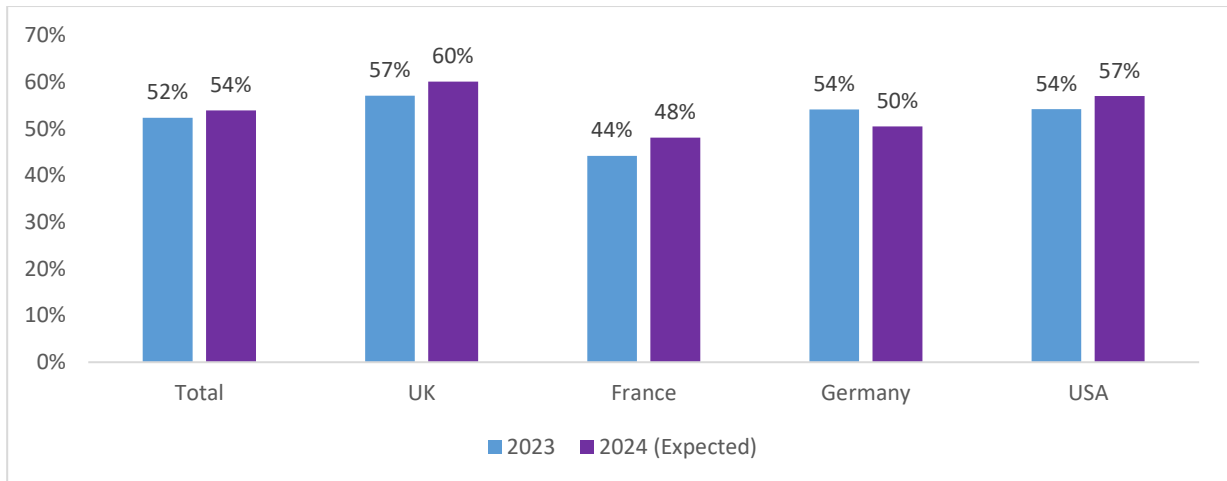
The MPS landscape includes printer/copier manufacturers, systems integrators, and software infrastructure vendors.

- **Printer/copier manufacturers.** These vendors' programmes are generally tied to their product offerings, although multi-vendor support is often available. Service offerings include assessment, design, implementation, and support services. They may also offer MPS programmes via their resellers. Vendors in this category include Brother, Canon, Epson, HP Inc., Konica Minolta, Kyocera, Lexmark, Ricoh, Sharp, Toshiba, and Xerox.
- **Systems integrators/resellers.** These are a channel to market for some printer and copier vendors, and may offer MPS as part of a wider managed IT services offering.
- **Independent software vendors (ISVs).** These provide software tools for use in the print environment. They vary from print management, security, and analytics tools to cloud printing solutions. Examples include Kofax, MPS Monitor, Print Audit, ECI FM Audit, PaperCut, Printix, Process Fusion, Ringdale, and YSoft. Providers often use such third-party products to add value to a particular element of their MPS portfolio.

## Introduction

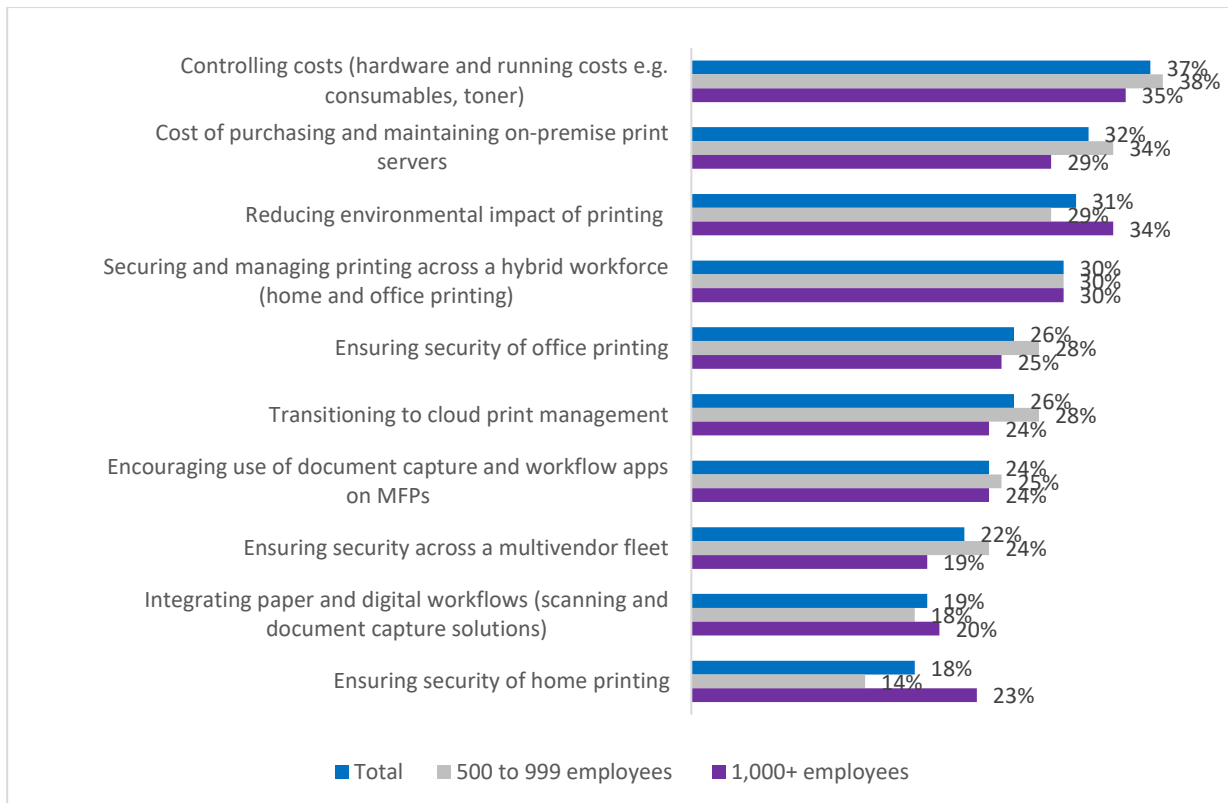
### Print volumes are stabilising to a new normal

The MPS market remains vulnerable to economic uncertainty and shifts in customer demand. Print volumes appear to have now reached a new normal, reported to be an average of 52% of pre-pandemic levels (Figure 1). This appears unlikely to change significantly – while the UK estimates that it will rise to 60% by 2024, French respondents are the least optimistic, expecting print volumes to reach just 48% of pre-pandemic levels. Despite the ongoing decline in print volumes, organisations remain reliant on printing, with 51% saying it is very important to their business.



**Figure 1. What percentage do print volumes represent of pre-pandemic levels (2023 and expected in 2024)?**

This ongoing reliance on printing creates inefficiencies and increased costs – both financial and environmental (Figure 2). Overall, 37% of respondents report that cost control is the top print management challenge, followed by the cost of purchasing and maintaining print servers (32%) and reducing environmental impact (31%). Larger organisations are more likely to consider reducing environmental impact a key challenge (34%), as well as securing home printing (23%). While overall, 30% indicate securing printing across a hybrid workforce is a key challenge, this rises to 39% amongst organisations operating a multivendor environment and drops to 22% amongst those that have a standardised single-brand environment.



**Figure 2. Top print infrastructure management challenges**

As organisations re-evaluate their print infrastructure to support a more distributed and hybrid workplace, MPS providers are well positioned to help customers reduce both financial and environmental costs. This can be achieved by refreshing and rationalising the printer fleet with more energy efficient devices, moving to cloud printing to reduce or minimise print server utilisation, and implementing digital workflow solutions to reduce paper usage. Indeed, by 2025, 55% of respondents believe MPS will be key to their organisation’s digitisation initiatives, a rise from 36% today.

**Print technology priorities**

As they adapt to the changing hybrid workplace business environment, organisations are making a range of changes to their print infrastructure. From a hardware perspective, 42% indicate that they are moving to a more centralised A3 device environment, with 41% moving to a workgroup A4 print environment (Figure 3). The retail sector (with its branch-based structure) and industrial companies lean towards a distributed A4 fleet, while public sector and professional service companies favour A3 machines. Organisations operating a mixed fleet environment are most likely adopt an A3 centralised model (50%), compared to 36% of those operating a standardised fleet.

Implementing security solutions is a key priority amongst 39% of organisations. Midmarket organisations are more likely to be prioritising security solutions (46%), compared to 33% of large enterprises. Security is also a top priority for the industrial sector, of which 55% indicate they are implementing security solutions across their print environment, compared to just 23% of the public sector.

Notably, despite the cost concerns of print servers, just 13% of respondents are focused on reducing or eliminating print servers. This indicates that not many organisations have yet been convinced of the benefits (or are unaware of them), such as decreased maintenance of print servers and reduced costs. This represents a potential opportunity for MPS providers to articulate propositions around serverless printing, particularly for organisations that are committed to shifting their IT infrastructure to the cloud.

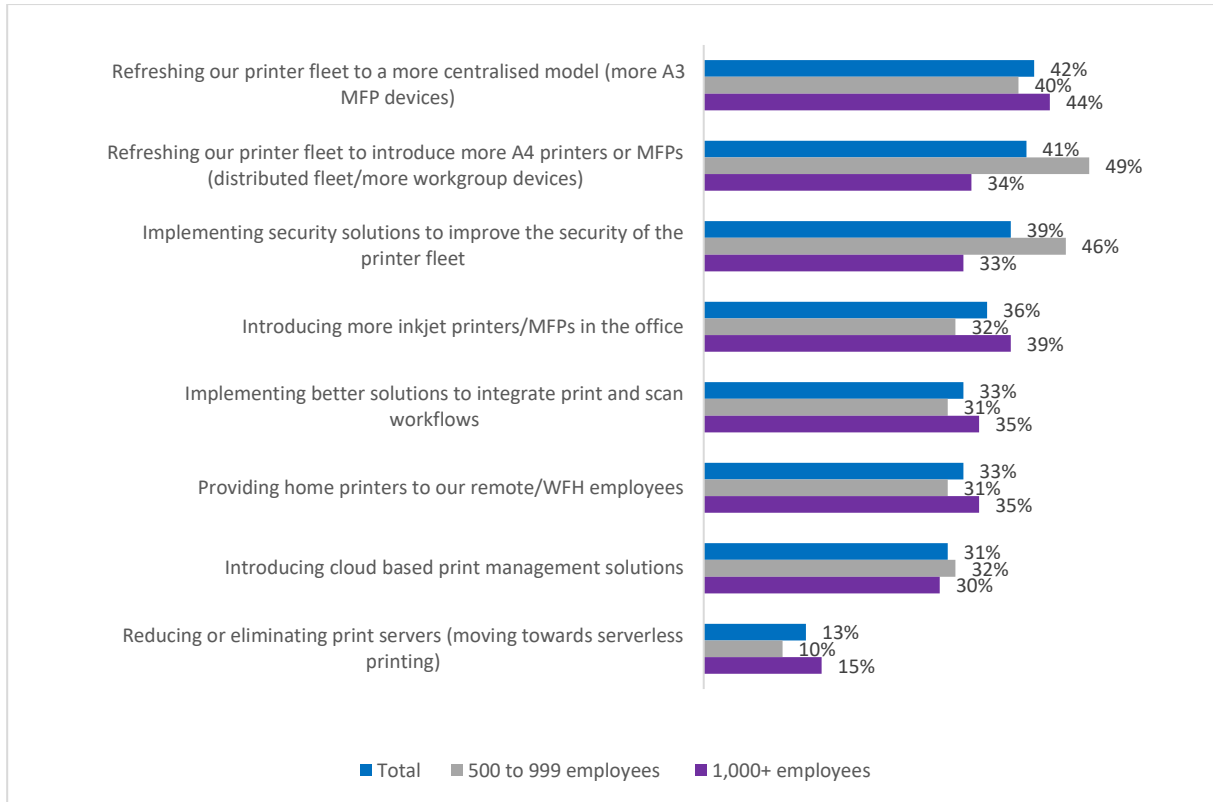


Figure 3. Top three print-related priorities in the next 12 months

## MPS Drivers

This year, spend on MPS services is expected to increase following a more subdued situation in the last two years. One-quarter (25%) of businesses anticipate they will be investing significantly more on MPS services in the next 12 months. This rises to 36% among the professional services sector and 43% among those that have a multivendor fleet.

This year sees a shift in MPS customer expectations. While overall, half of customers say improved service quality is the top driver for MPS (rising to 55% amongst large enterprises), the need to lower environmental impact is moving higher on the agenda (Figure 4). The percentage of companies that say reducing the environmental impact of printing is a very important benefit of MPS has increased from 37% in 2022 to 48% this year – the biggest percentage change of all criteria. There are some significant variations by organisation size – reducing environmental impact is the top driver for midmarket MPS customers that are also more focused on reducing consumables costs (47% compared to 37% of larger organisations). Notably, shifting the print infrastructure to the cloud is the lowest-rated factor for using MPS – although it is viewed as more important by larger organisations (41%) than by midmarket organisations (31%).

This presents an opportunity for MPS vendors to differentiate themselves by offering products and services that help organisations reduce environmental impact. Such services include monitoring and analysing environmental performance, reducing energy usage, intelligent monitoring and control of printer fleets, and minimising wasteful printing.

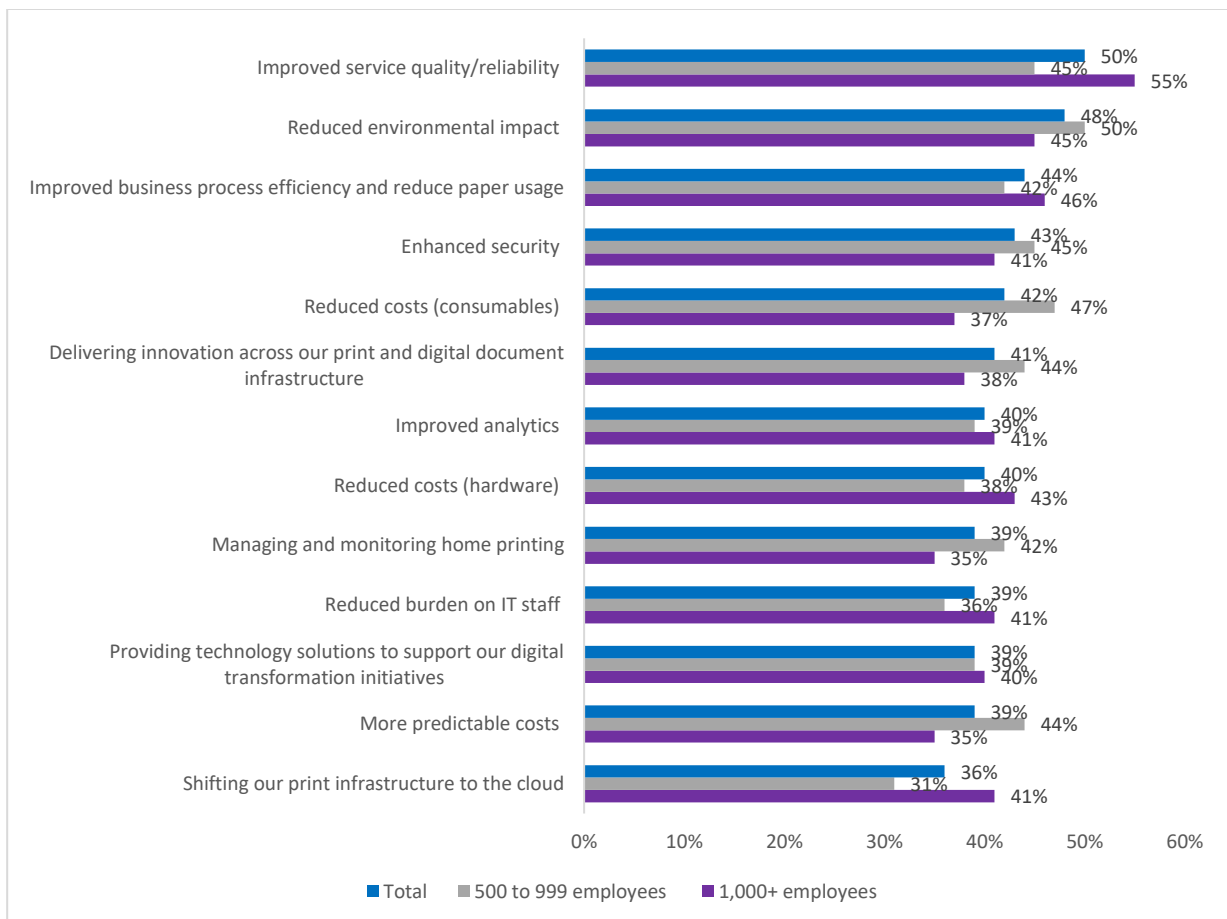


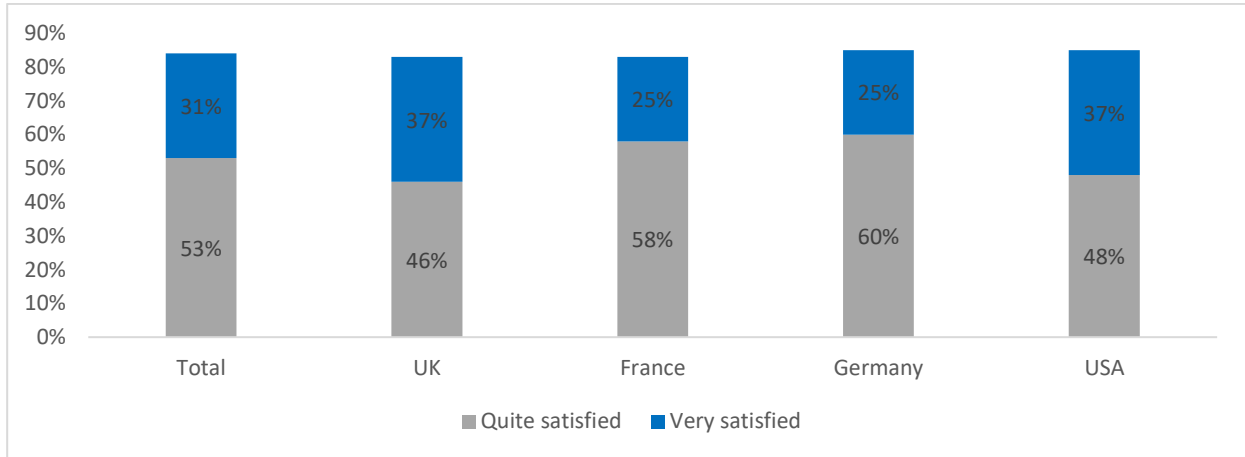
Figure 4. How important are the following benefits of MPS? (Percentage rating 'very important')



## MPS Satisfaction

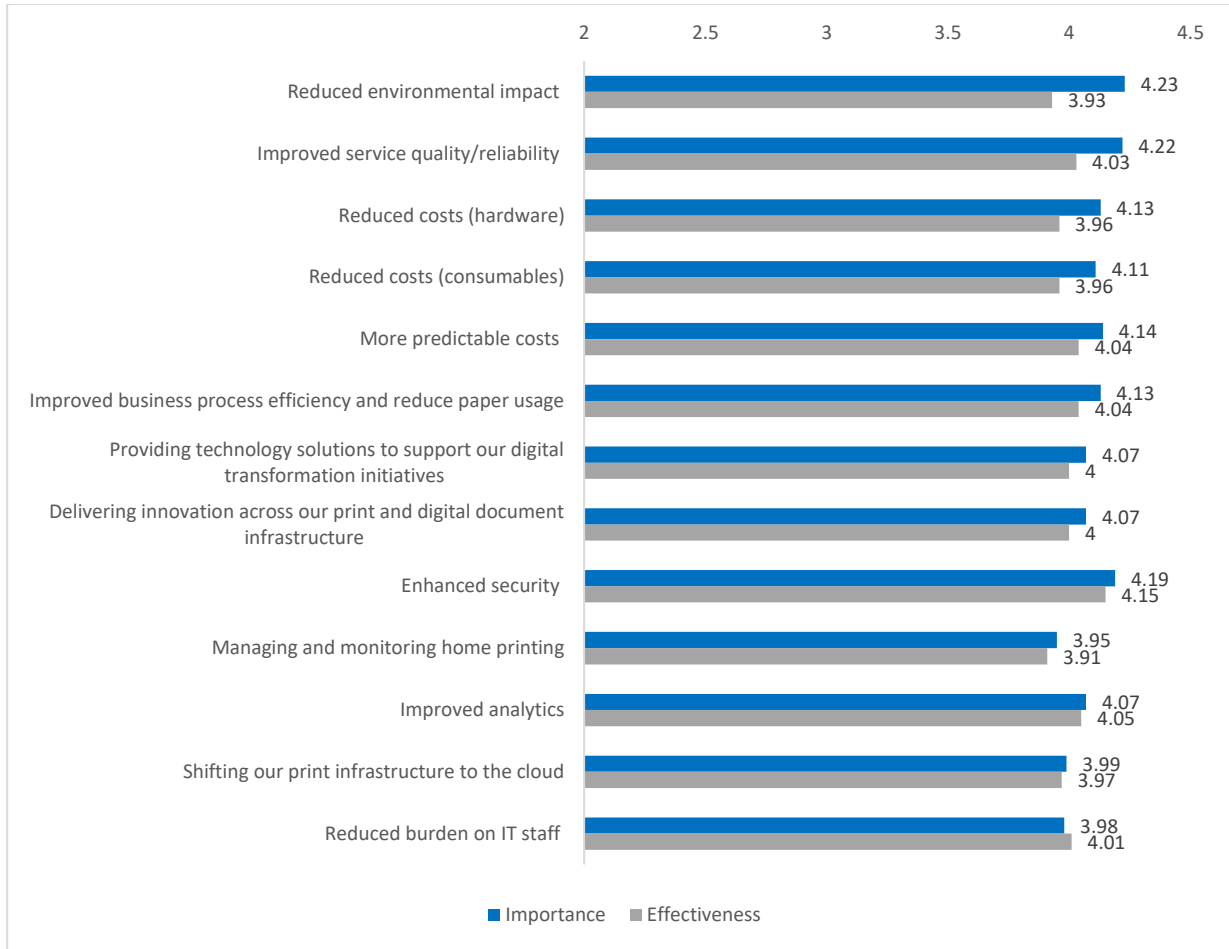
### Where are MPS suppliers falling short?

Satisfaction levels have fallen since 2022, with 31% of respondents indicating they are very satisfied with their MPS provider in 2023, compared to 47% in the previous year. Just 25% of respondents in France and Germany indicate they are very satisfied, compared to 37% in the UK and US (Figure 5). Organisations using a fully outsourced MPS provider are more satisfied (38% indicate they are very satisfied) than those organisations using a hybrid approach, with some print management tasks undertaken in house (24%).



**Figure 5. How satisfied are you with your MPS provider? (Quite and very satisfied responses)**

When considering how effective MPS is across key areas, the biggest gap between customer expectation and effectiveness is around environmental impact (Figure 6).



**Figure 6. MPS satisfaction gap – average scores on a scale of 1 = not important/effective to 5 = very important/effective. Ranked by size of gap**

Given the increasing importance of sustainability, this should be a top priority for MPS vendors moving forward. Other areas in which customers report significant gaps include service quality, reliability, and cost reduction for both hardware and consumables. Since these attributes are among the most important requirements identified by customers, failure to meet expectations in these areas risks impacting customer satisfaction.

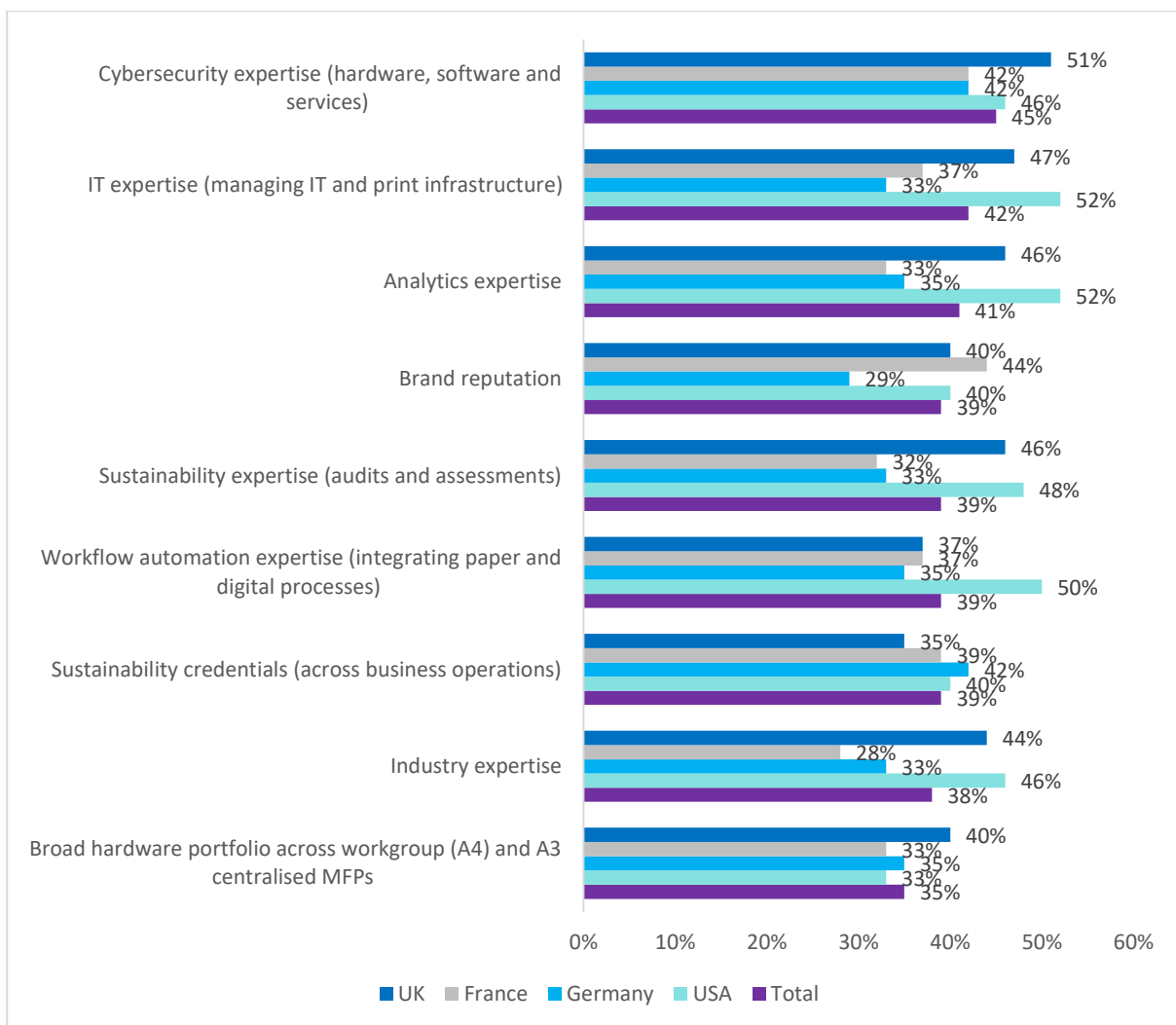
MPS vendors have been more successful at meeting customer expectations in other areas, such as easing the workload of IT staff (the only area where respondents rate providers as more effective than the level of importance they place on it), migrating print infrastructure to the cloud, and enhancing analytics. They have also made progress in meeting customer demands for improved security, which is a crucial factor, as it ranks as their third most important requirement from MPS.

## MPS Supplier Expectations

Cybersecurity expertise is the top requirement when organisations are selecting an MPS provider (Figure 7). Overall, 45% rate this as very important, rising to 51% amongst UK respondents. IT infrastructure expertise comes second overall, while in the US, it is rated as the equal top selection criteria compared to just 33% in Germany. This reflects a more mature market potentially for managed IT services in the US and acceptance of using a single supplier for both print and IT services.

Analytics expertise is in third place, at 41%. This rises to 46% among UK organisations and 52% in the US (equal with IT infrastructure expertise). Delivering data insights to improve the performance and efficiency of the print infrastructure is a key area where MPS providers can deliver increased business value to customers.

Notably, the breadth and depth of a vendor’s hardware portfolio is the lowest-rated selection factor, with 35% indicating this as very important. However, it rises to 43% among the midmarket and drops to 28% among large organisations. This suggests that smaller organisations are more receptive to a standardised portfolio from a single supplier, while larger organisations may be more likely to operate a mixed fleet with multiple brands.



**Figure 7. How important are the following factors to your organisation when selecting an outsourced MPS provider? (Percentage rating as very important)**

## Future Services

As organisations reconfigure their offices to address the needs of hybrid workers, they are looking for a range of services from MPS providers (Figure 8). Workplace services that include redesign of physical workspaces, audio-visual solutions, and workplace productivity tools are seen as a top requirement. Overall, 66% of respondents indicate that they are interested in workplace service offerings from MPS providers, rising to 75% in the US. This is followed by 45% that are interested in cloud print services and 42% for collaboration services. Notably, sustainability services are of most interest in France and Germany.

Managed security services and managed IT services are of most interest to US organisations (both 42%), with German organisations showing the least interest (29% and 15%, respectively).

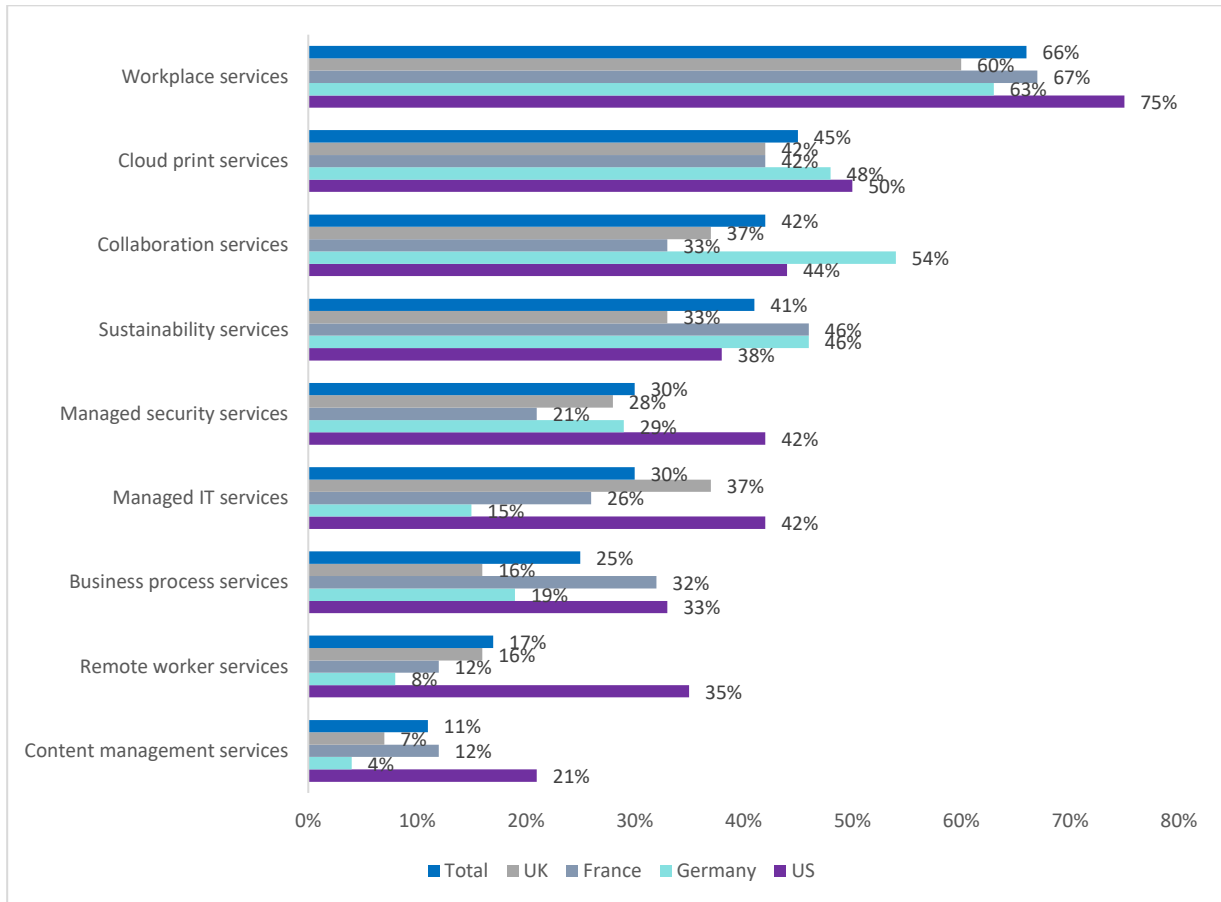


Figure 8. Which service offerings would make your organisation more likely to choose a specific MPS vendor?

## Recommendations

This year we have seen a shift towards focusing on long-term goals, particularly improving environmental performance. This issue has become more significant over time, but is now at the top of many organisations' agendas due to government policy and consumer pressure. This shows the biggest gap between customer expectation and MPS vendor delivery.

At the same time, in a period of economic uncertainty, businesses are being forced to focus on cost control. MPS providers must offer great value by efficiently meeting customers' needs, as well as be seen as trusted advisers helping customers meet their print challenges and broader business goals.

Vendors can guide customers as they navigate changes, such as by refreshing printer fleets, managing the development of customers' estate portfolios, and migrating infrastructure to the cloud. However, they could expand their remit into supporting sustainability, digitisation, and IT security by targeting their offers at organisations at the forefront of these developments.

### Supplier recommendations

- **Broaden collaborative and workplace services.** MPS providers should offer distributed collaboration systems that organisations are already investing in to support their distributed workforce, such as cloud-based synchronised file-share platforms, VoIP systems, and cloud-based document storage and management. Beyond a means for a distributed workforce to operate more cohesively, such services provide more secure document and records retention, a more auditable and reportable environment, and a better way of ensuring continuous access to systems via high-availability cloud systems.
- **Expand flexible and scalable cloud offerings.** At least some on-premise capability will still be needed, specifically for customers that want to maintain a degree of print management services on-premise for security and compliance. This may be an opportunity for providers to apply continued premium pricing to cover the additional costs of managing updates and patches, as well as offer discrete and bespoke support.
- **Provide broader home-printing/home-office support.** MPS providers should look at how best to support the home worker with suitable printers and support, as well as continuous monitoring and provision of consumables. Tying lifecycle management of home print devices into existing MPS agreements is useful for businesses: they can cut costs through access to better pricing for devices and consumables while gaining better control of the device as part of an overall MPS agreement.
- **Shift to a zero-trust security model.** Security services should extend to both information and device security – with focus on information, as this is the key to an organisation's ongoing health. Many leading MPS providers have expanded their security assessments and monitoring capabilities, which will be vital in closing security gaps around the hybrid workplace. Looking to provide more rounded solutions, such as data leak prevention (DLP) and digital rights management (DRM), will give customers the information control they need and could result in rapid payback.
- **Leverage the value of analytics.** As organisations continue to accelerate their digitisation initiatives, MPS providers should adapt data-driven business models to uncover opportunities for business process automation. Expectations around environmental analytics are also increasing, creating a demand for comprehensive assessments of the print infrastructure to identify ways to reduce energy usage and wasteful printing. MPS providers should also establish measurement criteria to monitor progress.
- **Build relationships with companies seeking to change their office footprints.** Such organisations are likely to need to reassess their requirements, which will create opportunities for new providers.

## Buyer recommendations

MPS providers are expanding their provision of services to meet the long-term objectives of their customers. Buyers can take advantage of these developments by choosing providers that:

- **Look for a coherent solution to support the hybrid workplace.** Providers should be able to advise on and deliver home-office device provision, monitor usage and security patterns, and offer solutions that allow closer collaboration between the home and office environment, including secure print management alongside consumables replenishment services.
- **Consider support for the transition to a cloud print environment.** Providers should be able to deliver cloud consultancy and design solutions that are appropriate to the organisation's level of cloud maturity and ambition. They should offer clear metrics on the benefits of a cloud transition.
- **Evaluate workflow automation services.** Explore solutions such as business process automation, broader workplace technology solutions, and the benefits of the provider's wider partnership ecosystem to ensure digitisation can proceed at the desired pace and sophistication level.
- **Consider a zero-trust-based print infrastructure.** Security continues to be critical as IT environments evolve to a distributed, perimeter-less model. Buyers should evaluate zero-trust MPS approaches and how solutions integrate with existing tools such as SIEM and end-point detection and response, while ensuring devices remain protected and monitored by built-in security features.
- **Leverage analytics to gain continuous improvement and value-added services.** Analytics from the print environment can deliver valuable information around areas such as device and workspace usage patterns and service requirements.
- **Look for measurable sustainability benefits.** As supplier sustainability due diligence enters the realm of regulatory compliance, expect MPS providers to supply detailed data around the environmental and social impacts of their own operations. Buyers should look for solutions that contribute to key environmental targets, such as reducing energy consumption, waste, and carbon emissions.

## Quocirca MPS Vendor Assessment

Quocirca's vendor assessment is based on a range of criteria that determines an overall score for market presence and completeness of offering. Each score is based on a scale of 1 to 5, where 1 is weak and 5 is very strong. This evaluation of the MPS market is intended as a starting point only. Please note that Quocirca's scoring is based on an unweighted model, although prospective buyers may wish to weight the scores to meet their own specific needs.

### Strategy criteria

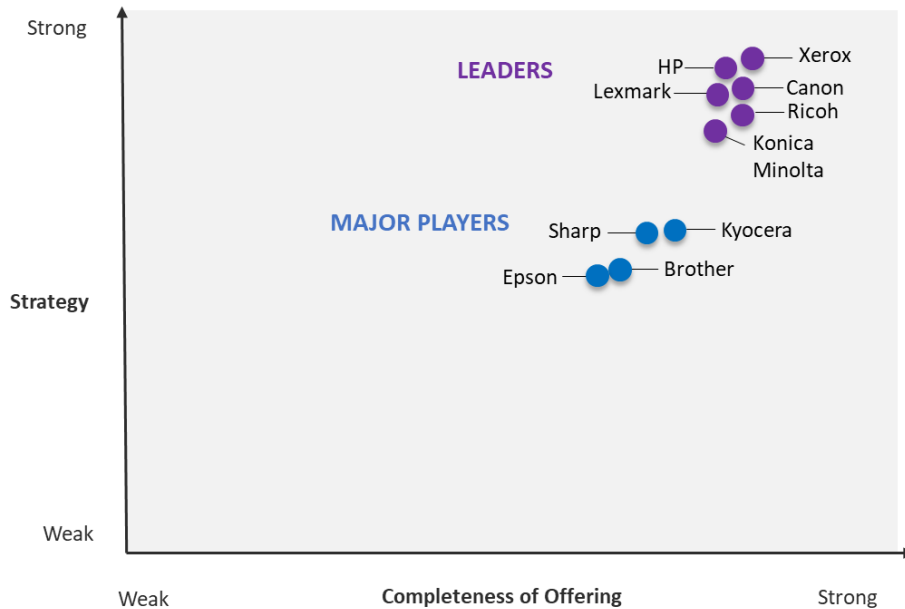
- **Enterprise customers.** The strength of the vendor's global enterprise customer base.
- **Vision and strategy.** The comprehensiveness of the vendor's MPS strategy, the quality of its overall value proposition and its evolutionary vision for MPS.
- **Maturity of offerings.** How long the vendor has been active in the market and how developed its offerings are.
- **Geographic reach.** A vendor's geographical reach, either via direct engagement or through partners or channels.
- **Market credibility.** The effectiveness of the vendor's initiatives to promote its brand, increase awareness of its service offering and influence market development. This also includes the clarity, differentiation and internal/external consistency of the vendor's market messages.
- **Alliances and partnerships.** The strength of the vendor's partner and alliance network.
- **Investment and dedicated resources.** The vendor's investment in its MPS portfolio and resources, and innovation that will add improvements in approach, processes or service offerings.

### Completeness of offering criteria

- **Modularity of services.** The flexibility and scalability of the service portfolio to provide a customised offering.
- **Breadth and depth of service offering.** The range of services available, including complementary ones such as business process services and IT services.
- **Helpdesk capabilities.** Centralised helpdesk capabilities and integration, remote diagnostics and support.
- **Production printing.** Central reprographics department (CRD) or print-room services to support high-volume printing requirements.
- **Multivendor support and maintenance.** The vendor's ability to service and support third-party products.
- **Reporting.** The breadth and depth of capabilities to provide analytics and reporting.
- **Workflow automation.** Capabilities and expertise for business process automation – both software solutions and business process services. This includes solutions to support document capture, routing and integration with enterprise content management (ECM) systems.
- **Industry solutions.** Ability to offer industry software solutions in key vertical markets and industry alignment of sales force.

Figure 9 represents Quocirca’s view of the competitive landscape for vendors that deliver MPS.

- **Market leaders.** Vendors that lead the market in both strategic vision and depth of service offering. Leaders have made significant investments in their service portfolio and infrastructure and are supported by strong delivery capabilities.
- **Major players.** Vendors that have established and proven offerings supported by demonstrable customer success.



**Figure 9. Quocirca MPS Vendor Landscape, 2023**

*The Quocirca Vendor Landscape is a graphical representation of Quocirca’s opinion of the market and is based on Quocirca’s scorecard methodology. This information is provided as a visual representation only and should be combined with other sources to determine the suitability of any vendor. Quocirca does not endorse any vendor, product, or service. Information is based on best available resources and opinions reflect judgment at the time. All opinions are subject to change.*



## Vendor Profile: Xerox

### Quocirca opinion

Xerox has retained its leadership position in Quocirca's assessment of the MPS market. It is among the most established MPS providers in the sector, with a comprehensive workplace strategy that encompasses print and digital workflow automation. Over the past year Xerox has elevated its messaging and proposition around workplace efficiency, which is underpinned by a strong product, services, and solutions portfolio. Its MPS proposition is scalable to support both small and large customers, and its direct offering is complemented by a globally consistent approach in the channel.

Xerox particularly stands out for its data-driven approach to MPS, which is backed by comprehensive analytics, helping customers unlock opportunities to modernise their print infrastructure. Security has a central tenet to its MPS portfolio, which encompasses embedded device security and secure print solutions and conforms to zero-trust principles. Notably, Xerox was the first print vendor to achieve FedRAMP (Federal Risk and Authorization Management Program) accreditation, which standardises security assessment, authorisation, and monitoring for cloud products and services.

Xerox is also among the first to enable its MPS platform with artificial intelligence technology and augmented reality (AR). CareAR, its service platform, uses AR to drive improved service reliability, while Xerox capture and content services leverage AI and machine learning to optimise document capture and intelligent document processing.

Such extensive capabilities also strongly position Xerox to deliver sustainability-centric MPS through delivering print and digital workflow technology that can help customers lower environmental impact. Quocirca expects Xerox to continue enhancing its service portfolio to address the diverse needs of organisations. It is a particularly good choice for organisations that need support in accelerating their digitisation initiatives, as well as those that are moving to more cloud-centric print environments.

### Key MPS offerings

Xerox's solutions and services portfolio includes managed print solutions, capture and content services, customer engagement services, and IT services. Key service offerings include:

- **Hybrid workplace services.** Xerox MPS for home office uses Xerox Device Direct technology to enable customers with remote/home workers to support them with MPS. Xerox Workplace Cloud Print Tracker extends print monitoring into the home office, helping organisations strengthen security and monitor print costs remotely.
- **Security assessments and services.** Xerox delivers broad security assessments, which encompass risk analysis, particularly within the mobile and virtual workplace, alongside ongoing optimisation of the print environment. Global security analytics are available through the interactive Xerox Printer Security Audit Service Dashboard, as well as Advanced Analytics, which brings together fleet management and print security analytics in a single platform.
- **Xerox Workplace Cloud.** This provides traditional print management capabilities, such as pull-printing, card and PIN release, accounting, printing from mobile devices, print rules and reporting, content monitoring, and security.
- **Advanced Analytics.** Xerox offers a broad range of assessment services across multivendor fleets to uncover opportunities for optimisation based on analytics including security, environmental impact, and traditional fleet assessments. Analytics are available for users/documents, sustainability metrics, and security via a single pane of glass.
- **MPS asset management.** The company has further developed its capabilities in this area, introducing device certificate management, which provides remote configuration, monitoring, and automated remediation for digital certificate policies via easy-to-view compliance dashboards. It also offers an asset management registry to support MPS Asset Management, which provides accurate, end-to-end lifecycle management for

physical assets (Xerox and non-Xerox) across a client's locations – even those that are not under an MPS contract.

- **Workflow automation.** Xerox has expanded and enhanced its workflow automation portfolio with the launch of intelligent document processing (IDP) capabilities via its capture and content services, which can be added to an MPS engagement. Xerox also plans to offer its suite of digital services to the mid-market in 2023.
- **Sustainability services.** In addition to detailed environmental assessments, Xerox offers the Xerox Carbon Offset Service (powered by PrintReleaf). This automatically purchases the required amount of carbon offsets to balance pages printed and issues them in the customer's name. This works by an automated feed of page volume from XSM to PrintReleaf, which then calculates the metric tons of CO2 released due to printing and converts it to required carbon offsets.
- **CareAR service delivery.** The CareAR remote assist/remote call resolution tool provides live visual guidance for remotely seeing and solving issues, anywhere, helping achieve faster time to resolution, higher first-time fix rates, improved knowledge transfer among field engineers, enhanced service and downtime reduction, and improved customer experience. The Xerox Quick Resolve App, powered by AI technology for service delivery, brings device data such as faults and alerts together with current and past ticket information to recommend courses of action and optimally solve a customer's problem.

### Key differentiators

- **Globally consistent support.** The MPS toolset is used globally by Xerox and its partners, including the APAC region. Its MPS multi-channel support process enables seamless collaboration between Xerox and partners, or between partners, on MPS delivery for international customers.
- **Security-led hybrid workplace service offering.** Xerox's digital hub and cloud print services can be added to an MPS engagement to boost productivity and resilience and support the hybrid workforce. Its MPS service can also connect with capture and content services via the ConnectKey App to build a complete distributed capture ecosystem.
- **Comprehensive assessment and analytics capabilities.** Xerox's breadth and depth of assessment and analytics capabilities are among the broadest in the market.
- **AI-enabled service innovation.** Proactive incident management is driven by AI, and Xerox reports that 80% of incidents are resolved proactively, improving uptime and reducing helpdesk calls.

## About Quocirca

Quocirca is a global market insight and research firm specialising in the convergence of print and digital technologies in the future workplace.

Since 2006, Quocirca has played an influential role in advising clients on major shifts in the market. Our consulting and research are at the forefront of the rapidly evolving print services and solutions market, trusted by clients seeking new strategies to address disruptive technologies.

Quocirca has pioneered research in many emerging market areas. More than 10 years ago we were the first to analyse the competitive global market landscape for managed print services (MPS), followed by the first global competitive review of the print security market. More recently Quocirca reinforced its leading and unique approach in the market, publishing the first study looking at the smart, connected future of print in the digital workplace. The [Global Print 2025 study](#) provides unparalleled insight into the impact of digital disruption, from both an industry executive and end-user perspective.

For more information, visit [www.quocirca.com](http://www.quocirca.com).

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