

Managed Print Services Supplier Scoring Checklist

Use this checklist to guide your Managed Print Services (MPS) decision-making process. These questions will help you compare providers, avoid hidden costs, and ensure your chosen partner supports your business goals, security needs, and ESG commitments.

Q: What's included in the service agreement?

Clarify whether hardware, supplies, servicing, software integration, and call-outs are included. Get everything in writing.

Q: How will this reduce my Total Cost of Ownership (TCO)?

Ask for a clear cost breakdown, proof of projected savings, and transparency on overage fees.

Q: How is security managed?

Confirm user authentication, encryption, secure print release, and regular firmware updates are included.

Q: Can the service grow with my business?

Check scalability for devices, licences, and fair cost adjustments as your needs change.

Q: What reporting and analytics are provided?

Look for regular or real-time usage reports with actionable cost-saving insights.

Q: How will you support my ESG goals?

Assess environmental initiatives, social responsibility programmes, and governance transparency.

Q: Who will I be dealing with day-to-day?

Identify your account manager, expected response times, and available support channels.

Scoring Matrix

Use this scoring matrix to objectively compare Managed Print Services (MPS) suppliers. Each category has a maximum score. Rate each supplier based on how well they meet your requirements, then total the scores to identify the strongest match.

Criteria	Description	Max Points	Supplier A	Supplier B	Supplier C
Service Agreement Coverage	Includes hardware, supplies, servicing, software integration, and call-outs.	10			
Cost Savings (TCO Reduction)	Evidence of reduced print costs and transparent pricing.	10			
Security Measures	Authentication, encryption, secure print release, firmware updates.	10			
Scalability	Ability to grow or reduce service easily and fairly.	8			
Reporting & Analytics	Frequency, detail, and actionability of usage reports.	8			
ESG Support	Environmental, social, and governance commitments and initiatives.	10			
Account Management	Dedicated contact, fast response times, multiple support channels.	6			
Reputation & Awards	Industry awards, accreditations, customer testimonials.	6			
TOTAL		68			