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Abstract

European Professional & Managed Print Services: The U.K., Germany, and France

Report Fast Facts

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Abstract

The Professional and Managed Print Services (PMPS) surge has expanded greatly as vendors have begun moving into this space with aggressive programmes. The worldwide economic crisis has also had some positive effects on MPS, as these types of programmes promise to reduce costs and increase efficiency, while requiring little to no investments from their prospective buyers. Nevertheless, this is a complex market with many variations regarding channels, delivery of service, and customer requirements and expectations. To really understand the PMPS phenomenon, one must look at the trends of the office equipment industry and the history behind how buyers and sellers of this market have worked with each other over the past five years.

Focusing on Germany, the UK, and France, this comprehensive multi-client study analysed historical and current PMPS trends to help predict how this complex market might evolve in the future. The focus of this study is two-fold, including an end-user study and a channel study. The results deliver the insight necessary to deliver maximum value to PMPS customers.

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