

Managed Print Services, 2025

How workplace automation, security, and sustainability are redefining managed print services



Executive summary

Managed print services (MPS) continue to evolve as an enabler for workplace transformation, helping organisations modernise the print infrastructure to reduce costs, enhance security, and support the flexibility of a hybrid workforce. This strategic shift allows businesses to offload the burden of managing and maintaining a complex printer fleet, freeing up IT resources to focus on core business initiatives and enabling a more efficient, agile, and sustainable operational model. Increasingly, MPS is transitioning from its role as a device fleet management tool to one that embraces information security and management to provide enhanced business value.

MPS is considered a strong enabler for digital transformation

MPS serves as the critical bridge between an organisation's continued reliance on print and its growing digital transformation initiatives. This is a fundamental concept, as businesses are not abandoning paper but increasingly treating it as a dynamic part of their digital workflows. Quocirca's MPS 2025 study reveals that almost 60% of organisations believe printing will be very important to their business in 2026. Alongside this, 66% of IT decision-makers believe MPS will be very important to their digital transformation initiatives, rising to 74% in the US and 75% in the UK. Furthermore, scanning capabilities are now the single most important differentiator when organisations are selecting an MPS provider (very important for 50%), rising to 68% in the US and 61% in the business and professional services sector. This reflects the growing recognition of MPS as a key enabler for digitisation and a critical first step towards streamlining business processes and workflow automation.

Environmental impact is no longer the top print management challenge

Notably, the top print management challenge in 2025 is controlling costs (41%), rising to 46% in the UK. For organisations operating a mixed multi-vendor fleet, the top challenge is securing printing across a hybrid workforce (42%), compared to 32% for those operating a single-vendor fleet. This demonstrates that as fleet complexity increases, the primary concern shifts from financial control to mitigating the significant security and management challenges posed by a diverse, distributed environment.

A further key finding this year is that reducing environmental impact (32%) has dropped to a sixth-ranked concern, a significant change from its position as a joint first priority alongside controlling costs last year. While it remains a top challenge for businesses in the UK and France (37% and 39%, respectively), its importance has notably declined in Germany and the US to 26% for each region, for both of which security is now the top-ranked concern.

This reveals a critical shift in how businesses are prioritising their technology investments. While sustainability remains an important consideration, geopolitical uncertainties, among other factors, have led to it being eclipsed by more immediate, risk-focused drivers, such as cybersecurity, especially in major markets such as the US and Germany. Environmental benefits clearly must be communicated as a crucial component of a broader MPS solution that, first and foremost, addresses core business challenges related to device and information security, operational resilience, and cost control.

The top MPS drivers are service quality and security

The joint top drivers for managed print services (MPS) adoption are service quality and security, with 55% of organisations reporting these factors as very important. Reducing consumables costs comes third (52%). However, there is a notable gap between expectation and reality. When evaluating the effectiveness of their MPS, only 44% of respondents report it has been very effective in improving service quality, and just 41% say it has been effective in reducing consumables costs. The only area where perceived effectiveness comes close to expectations is security, at 50%. Meanwhile, a smaller number – just 39% – say their MPS has been effective in reducing environmental impact.

Clearly, a significant portion of the market believes their MPS is failing to meet these fundamental expectations. This gap in delivery, particularly regarding key business drivers, poses a threat to customer trust and loyalty. Overall, 42% of organisations are very satisfied with their MPS provider (down from 48% in 2024). Consequently, the majority (57%) are open to changing provider when their contracts come up for renewal. Around one in seven (15%) say that they will definitely change provider, dropping to 9% in France and rising to 21% in the US.

IT and cybersecurity expertise are paramount

Expertise in IT (32%), cybersecurity (32%), and workflow automation (25%) remain the top requirements in MPS selection criteria. US and German organisations are most likely to demand IT expertise (42% and 36%, respectively). UK organisations rate cybersecurity expertise the highest (37%), and French organisations place more importance on brand reputation (35%).

Organisations require an MPS partner that can embed services and solutions into their broader digital and IT transformation strategies. The heightened awareness of data protection, compliance risks, and a hybrid workplace that expands the attack surface means IT and cybersecurity expertise is critical alongside a proven track record of delivering MPS to support strategic business outcomes.

This report highlights the findings from Quocirca's primary research study, conducted in August 2025 across 400 organisations with over 250 employees using MPS in the UK, France, Germany, and the US.

The report also includes detailed profiles of the key MPS providers and their service offerings, as well as a vendor landscape of the market leaders and strong players, covering Brother, Canon, Epson, HP, Konica Minolta, Lexmark, Ricoh, Toshiba, and Xerox.

Key findings

- **The MPS market continues its evolution towards comprehensive workplace transformation.** Leading vendors that offer integrated print and capture platforms, with data-driven approaches to enhance security and lower environmental impact, are best positioned to support their customers on this journey. This report includes a detailed analysis of the leading and major players in the market. Based on Quocirca's 2025 assessment, Xerox, HP, Canon, Ricoh, and Konica Minolta have been identified as Leaders in the market, with Brother, Epson, and Toshiba identified as Major Players.
- **Environmental impact has been overtaken by cost reduction as the top print management challenge.** Controlling costs is the most widespread challenge in managing print infrastructures (41%), with print security not far behind (38%). The costs of on-premise print servers and educating users on how to ensure printed documents are handled securely rank third and fourth overall (37% and 35%, respectively). Reducing the environmental impact of printing has fallen from joint first place overall in 2024 to sixth in 2025, driven by the US (for which it was a top three challenge for 40% in 2024 but just 26% this year).
- **Integrating workflows, reducing print volumes, and improving security are top print technology priorities.** Better solutions to integrate print and scan workflows (28%), reduction of print volumes (26%), and security solutions (25%) are the top three print management priorities for the coming year overall, but this varies by region. French ITDMs are making the use of digital signatures their top priority, along with reducing print volumes (both 29%). Priorities have changed since 2024, with addressing security now more about fleet protection than document security, with reducing print volumes as a slightly greater focus in 2025. However, the proportion looking to eliminate print servers altogether has dropped slightly compared to a year ago (from 14% in 2024 to 10% in 2025), in spite of the fact 37% cite the cost of on-premise print servers as a key challenge.
- **MPS is increasingly a key enabler for digitisation.** The vast majority (89%) state that MPS is either very (43%) or fairly (46%) important to their digital transformation efforts, increasing to 94% (66% 'very important') within two years. Scanning capabilities have become the single most important differentiating feature for respondents when selecting an outsourced MPS provider. Half (50%) of organisations consider scanning capabilities 'very important', and a further 39% say it is 'fairly important'. This rises to 68% ('very important') in the US and 61% for business and professional services organisations.
- **Expectations of MPS providers are high.** MPS customers give high importance scores across a range of benefits, all of which have increased since 2024. The top expected benefits from adopting MPS are improved service quality and reliability, along with enhanced security (55% consider these 'very important', respectively). These are followed by reducing costs in terms of both consumables (52%) and hardware (50%), as well as achieving more predictable costs overall (49%). Improved business process efficiency is also key (49%).
- **Most plan to invest more in MPS to realise these benefits.** Overall, 71% of respondents expect investment in MPS to increase. This is highest in the UK (76%) and finance businesses (76%). Lower levels of increase are seen in France (63%), large organisations (66%), and business and professional services organisations and the public sector (68%, respectively).
- **IT and cybersecurity expertise are the top selection criteria for an MPS provider.** IT expertise (32%) and cybersecurity (32%) remain the top two areas buyers evaluate, but IT expertise has dropped from 42% in 2024. Workflow automation expertise has also dropped from 31% to 25%. Scanning/digitisation skillsets and AI expertise (not included in 2024's study) are now in fourth and fifth position, with 24% and 23% placing them in their top three, respectively.
- **Satisfaction with MPS providers has dropped slightly in the last year.** Just over two fifths (42%) report high levels of satisfaction with their MPS provider, compared to 48% in 2024. However, this does not translate into reduced loyalty. Only 15% in the 2025 study definitely plan to seek a new provider, and 42% may do so, compared to 26% and 39%, respectively, in 2024. Those in the UK and US appear most satisfied, which translates to greater loyalty (just 51% and 53%, respectively, considering switching), while those in Germany are most likely to seek a new provider (65%).

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Quocirca MPS vendor assessment

Quocirca's vendor assessment is based on a range of criteria that determine 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, via either direct engagement or 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 and IT services.
- **Help-desk capabilities.** Centralised help-desk capabilities and integration, remote diagnostics, and support.
- **Production printing.** Central reprographics department (CRD) or print-room services to support high-volume printing requirements.
- **Multi-vendor 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 the sales force.

Figure 10 represents Quocirca's view of the competitive landscape for MPS vendors. Please see the Methodology section for details on vendor inclusion and exclusion criteria.

- **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, proven offerings and are continuing to develop their solutions service portfolio. These vendors tend to be primarily channel-centric in their go-to-market approach.

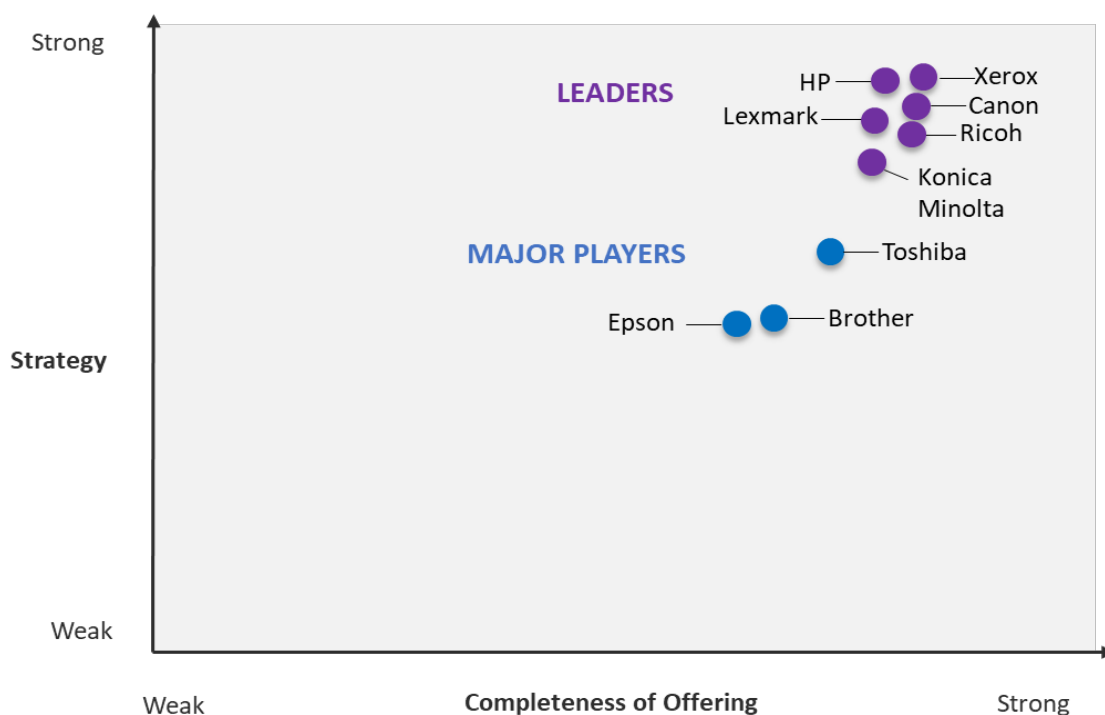


Figure 1. Quocirca MPS Vendor Landscape, 2025

The Quocirca Vendor Landscape is a graphical representation of Quocirca's opinion of the market and 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 the best available resources, and opinions reflect judgment at the time. All opinions are subject to change.

Vendor profile: Ricoh

Quocirca opinion

Ricoh has retained its leadership position in Quocirca's 2025 assessment of the MPS market. Through a combination of partnerships, acquisitions, investments, and internal transformations, Ricoh is making broad changes to its global MPS strategy. Designed to ensure it remains agile and responsive to evolving market dynamics, its focus is on streamlining operations to enhance service delivery and adding customer value through new services and solutions.

Changes include delivering managed print as a subscription-based service; increased adoption of multi-tenant cloud print services; the transition of print infrastructure from on-premise servers to managed, cloud-hosted environments for global enterprises; a stronger focus on print security and management; integrating AI-driven document capture into Ricoh workflows; unifying the management of print devices and services with other workplace or IT devices and services; and shifting from point-in-time TCO/fleet assessments to an ongoing analysis and optimisation approach.

Go-to-market

In recent years, Ricoh's focus has been on simplifying and standardising its go-to-market approach, ensuring consistency in service delivery and solution offerings across all regions. Across the Americas and Europe, it provides a unified portfolio of hardware, software, and services. While naming conventions may vary slightly – for example, North America is focused on intelligent managed print services, and Europe is focused on print-as-a-service – the core offerings and partners remain consistent. In the Asia-Pacific region, its portfolio can vary owing to distinct market requirements.

Regional differences can also be found around asset and device management, fleet orchestration, analytics, remote services, and the integration of multiple solutions that help Ricoh provide effective, streamlined, and automated management of all asset types. Ricoh USA is driving the development and enablement of the IOT Command Center, primarily used as an internal platform, while Ricoh Europe is driving the ongoing developments to monitor and manage assets, primarily aimed at adoption by customers and partners.

Acquisition and investment

Ricoh continues to acquire and invest in its digitisation capability. Examples include the recent acquisition of natif.ai for intelligent document processing (IDP), extraction, and classification, which boosts the existing document automation capability delivered by DocuWare and the data automation and orchestration capability in Axon Ivy. The PFU acquisition is being integrated within Ricoh to enable the supply of scanning and document capture technology, and the acquisitions of multiple IT services companies enable Ricoh to offer MPS customers infrastructure and hosting and a broad range of cybersecurity services.

AI and robotic process automation (RPA) technology is another key area for investment. From an MPS perspective, Ricoh's AI-powered remote management and service delivery platforms enable notifications and automated management of incidents to ensure reliable and efficient service delivery against agreed outcomes. The MPS platforms also provide analysis of critical user behaviour to identify opportunities for digitisation using AI- and machine learning-driven services delivered through the Ricoh Hyper Automation platform as an outcome-based model rather than a point solution. This also includes the training of AI models for specific client needs, with the recent acquisition of Natif.ai adding to the existing Llama and GPT4 capability.

Enhanced managed service capabilities

Ricoh has also made significant investments globally in technologies and services to enhance its managed service capabilities, including the IOT Command Center for unified asset monitoring and management services; RICOH CloudStream for multi-vendor cloud print, scan, and device management; and RICOH Streamline NX, for advanced enterprise-level print, scan, and device management.

Service offerings

Ricoh portfolio

Ricoh's strategy is to make MPS a seamless part of the broader workplace experience. Central to this is a new commercial framework across all portfolio domains, based on enabling a subscription-based 'outcome-as-a-service'. Print-as-a-service sits at the core of this framework, which will include everything required to deliver a consistent reliable customer experience, with sustainability and a secure-by-design approach enabled as an essential subscription.

The Ricoh portfolio is categorised under four primary domains:

- **Workplace Experience.** This covers meeting room and collaboration solutions, smart lockers and workplace storage, end-user compute, handheld devices, and workplace management and monitoring. With its workplace experience portfolio, Ricoh designs workspaces around people, offering simplified technology solutions that optimise efficiency and maximise value.
- **MPS.** Ricoh MPS is a foundational pillar of Ricoh's enterprise digital transformation strategy, designed to unify document infrastructure, security, and analytics under a single intelligent framework. At the core of this ecosystem are solutions such as RICOH Streamline NX, RICOH CloudStream, and IOT Command Center, which collectively enable secure print release, encrypted document workflows, and centralised fleet orchestration across hybrid and multi-site environments. These platforms are architected to support zero-trust principles, enforce compliance with data protection regulations, and deliver measurable operational efficiencies through automation and policy-based controls.
- **Process Automation.** Ricoh delivers process automation services that integrate seamlessly with MPS environments to orchestrate document-centric and data-driven processes. These services are designed to improve operational efficiency, compliance, and user experience across key business functions such as finance, HR, and customer services. Ricoh has specialist sales teams for adjacent business solutions in Workplace Experience and Process Automation. These resources work with existing clients to identify additional opportunities to maximise the print investment as part of the customer success process.
- **Cloud and Cyber.** This covers cybersecurity, cloud migration, application development and delivery, network operations centre (NOC), service operations centre (SOC), and event management delivered for Ricoh by a network of acquired businesses.

Print-as-a-service

Print for small businesses is based on delivering a simple, flexible, reliable service underpinned by good value and a focus on availability. Ricoh offers a consolidated package that includes robust multifunctional print devices, enabled with intuitive cloud print services, delivered by an onboarding experience that aligns to its customer promise, and supported with automated supplies replenishment and 24/7 cloud monitoring to maintain a reliable and highly available print service.

Print for medium-sized businesses includes tools to help customers' IT teams to remotely monitor and manage their fleet of devices across all locations, as well as dashboards and reports to help customers understand costs, service data, security alerts, sustainability performance, fleet utilisation, and optimisation opportunities as standard.

Print for enterprise organisations introduces options for proactive managed services, which include advanced remote management tools, detailed reporting and dashboards, and a customer success team working with the customer to manage and deliver on agreed goals for service delivery, insights, fleet optimisation, print policies, security, and sustainability.

Customers can further personalise the as-a-service offerings through a selection of value-added options, such as advanced reporting capabilities and enhanced security. This enables Ricoh to tailor solutions to meet the needs of all direct channel segments, ranging from small businesses to large enterprises, as well as its extensive network of channel partners.

Cloud print services

Ricoh has been advancing the maturity of its cloud print services, and in Europe, it is now aiming to standardise the implementation of RICOH CloudStream in every new install of print-as-a-service. This will provide a consistent, reliable, and secure experience on customers' Ricoh devices, with authentication, pull-printing, scanning, zero trust, analytics, and remote monitoring and management all available as standard.

IoT Command Center

The IoT Command Center elevates Ricoh's MPS by introducing a real-time telemetry layer that enables predictive maintenance, automated firmware patching, and fleet-wide analytics. This capability transforms traditional print management into a proactive, data-driven service model that anticipates issues before they impact users, reduces IT burden, and ensures continuous alignment with enterprise security postures. The Command Center's integration with Ricoh's broader service infrastructure also facilitates dynamic provisioning, remote diagnostics, and SLA-backed uptime guarantees.

Secure-by-design approach

Ricoh's secure-by-design approach delivers protection from endpoint to cloud, enabling secured workflows, protected data, and trusted operations across the digital workplace. Ricoh solutions are designed to support zero-trust implementations and include features such as strong authentication, security policy enforcement, micro-segmentation, automation, and data classification and protection, with features including end-to-end server to hardware encryption, user authentication, auditing functionality, and integration with cloud-based authentication. Ricoh is also updating its print security service to comprehensively cover the end-to-end lifecycle of all types and brands of printers and wider workplace assets, as well as enabling unified monitoring and management of any workplace asset on a secure, API-driven platform to support consistent managed workplace services.

Assessments

Ricoh offers a range of assessments including security (of documents, devices, and infrastructure), workplace experience, ESG and sustainability, process and workflow mapping, fleet assessment, change management, and infrastructure optimisation. It also offers a comprehensive cloud assessment and migration service. This involves helping customers understand and map their current print infrastructure, their requirements and expectations from a cloud service, the ideal solution to achieve those requirements, and a migration plan to make the transition smooth and efficient.

ESG and sustainability

Ricoh is also increasing its focus on ESG and sustainability. Sustainability-centric MPS initiatives include hardware that contains more recycled material than any other vendor, its carbon offsetting service, and the Ricoh green installation service, which ensures all new devices are configured on install with the most eco-friendly settings.

Strengths and opportunities

Strengths

- **Global reach.** Ricoh covers 201 countries and territories to provide a consistent approach to managed print services around the world. Its global reach is underpinned by a local delivery strategy and a flexible approach, positioning the company as a preferred partner for customers of all sizes seeking an international partner in the IT services space.
- **Broad services offering.** Ricoh has expanded and evolved its offering to meet the changing demands of the modern workplace. In addition to managed print and automation services, its services portfolio includes workplace experience, process automation, cloud and infrastructure, cybersecurity, and speciality print.
- **Reporting and analytics.** Ricoh cloud print solutions include analytics and dashboard capabilities, along with APIs for exporting data about customers' devices and usage. Intuitive dashboards, powered by PowerBI, take data feeds from multiple data sources, including Ricoh's cloud print solutions. A single customer reporting portal provides a 360-degree view of fleet performance, as well as a value scorecard measuring the experience levels and value delivered by Ricoh.

- **Comprehensive approach to security.** Ricoh's comprehensive approach to security encompasses the entire office technology ecosystem, from device-level endpoint protection to a full range of solutions and services that address organisational security, cloud, network, data protection, applications, and protection of other physical assets.

Opportunities

- **Expand workflow automation strategy.** Ricoh's diverse portfolio spans many areas, and while it is standardising its MPS offerings, some competitors present stronger propositions in workflow automation and information management. Ricoh possesses strong competencies in these areas, which will be crucial for transforming MPS for larger enterprises. Providing more clarity around its workflow automation strategy can help Ricoh leverage these strengths effectively.
- **Ricoh's Unity Channel Program offers a key opportunity to extend existing MPS specialisms and broaden capabilities for partners.** by embedding sophisticated sustainability and IT services into the core print offering. Through training and certification Ricoh can support partners in offering services such as cloud print services, workflow automation and sustainability assessments.

Recommendations

Supplier recommendations

- **Demonstrate a deep understanding of how the client's print environment sits within their overall print infrastructure and prioritise security holistically.** Remember that the security of the information being managed across an organisation's environment is what truly matters. Security considerations across hardware, firmware, software, cloud connections, and consumables must be addressed to ensure such information security. Providers that can offer expert security advice will stand out, especially if they can encompass security considerations across the full IT estate. Suppliers that continually invest in advanced threat detection and prevention technologies to protect clients from cyberattacks will stand out and assuage concerns. Provide a full suite of security services, including threat detection, incident response, and compliance management across the managed fleet. Continuous monitoring of the printer fleet should be a standard offering in enterprise MPS, as well as helping clients meet regulatory compliance requirements. Conduct regular security assessments to identify vulnerabilities and recommend mitigation strategies. Assessments are key, and vendors should offer scalable security fleet assessments to uncover security risks across multi-vendor fleets. This creates opportunities for MPS providers to recommend not only the latest hardware with advanced security, but also secure printing solutions to mitigate security risks.
- **Position MPS as an enabler for transformative services that are linked to cost savings and business outcomes.** MPS remains an effective platform to help businesses innovate and drive digital transformation. In some cases, increasing concern about cost and perceptions of poor visibility into those costs can be mitigated by highlighting the broader economic benefits offered by digitisation, along with dashboards that present cost savings directly to the business. Transformational services that help customers future-proof their businesses include the use of cloud-based services across print and capture, as well as upgrading hardware for improved environmental performance and enhanced security, while ensuring printer fleets are easily managed across a hybrid work environment.
- **Offer a clear pathway to digital workflow automation.** Workflow automation is a key area for MPS providers to add value. Automated processes can lead to cost savings by reducing paper consumption, eliminating manual tasks, and improving resource use. Workflow automation can improve straight-through processing (STP) of information and remove errors introduced through human interventions in such processes. Providers that can effectively identify and implement workflow automation solutions as part of a broader MPS engagement are best positioned to demonstrate how MPS is an enabler for digital innovation and not simply limited to the print environment.
- **Integrate sustainability more strongly into the MPS value proposition, for European customers in particular.** MPS providers must offer sustainable technology solutions that align with customers' environmental goals. Print fleet performance data and analytics can help customers understand where they should make changes and reduce their carbon footprint. MPS providers that can demonstrate sustainable practices across their own business and showcase circularity across the product lifecycle will be best positioned to build competitive advantage. Even beyond Europe, geopolitical actions can change rapidly. Ensuring an overall print environment is flexibly future-proofed for sustainability allows organisations to track the changing legal landscapes within their regions.
- **Form strategic partnerships to enhance credibility.** Strategic partnerships with complementary technology providers will allow MPS providers to expand their service offerings. Along with a range of other commercial benefits, strategic partnerships can help MPS providers mitigate risks by sharing responsibilities and diversifying revenue streams. With IT services and cybersecurity expertise as top selection factors, MPS providers that do not already have service offerings in this space should evaluate complementary MSPs to offer a more comprehensive solution. Workflow automation and AI are also areas where strategic partnerships can prove highly beneficial in terms of capability, flexibility, and speed to market.

Buyer recommendations

Buyers must evaluate MPS providers for their ability to deliver secure, innovative services that support the full digital transformation journey across print and digital workflows and provide consistent services and visibility across all working locations.

- **Select providers that prioritise cybersecurity.** Aside from the standard evaluation of MPS providers to ensure they conform with security certifications and accreditations, check that they can clearly articulate their approach to protecting devices from compromise to guarantee document, network, and user security. Evaluate cloud security models and gain clarity on identity access management integration with secure printing and capture solutions. Ask providers about their approach to security posture assessments and security incident management in the event of a print-related data compromise. Also, check on the overall end-to-end information security capabilities of any solution. Remember, the information held within your organisation is the intellectual property on which its value is based.
- **Ensure that any MPS contract supports devices across working environments.** MPS must enable businesses to effectively manage and control their print activities across all employees and locations. Look for providers that can advise on and deliver home-office device provision, monitor usage and security patterns, and offer solutions that deliver closer collaboration between the home and office environments, including secure print management alongside consumables replenishment services. Incorporating devices into MPS contracts rather than allowing them to be bought individually mitigates security risks caused by unmanaged devices that are purchased transactionally. Also, check for capabilities in other remote environments, such as hotels, airports, and cafes, where employees are likely to need to work with sensitive documents. Finally, ensure that not only direct employees, but also contractors, consultants, and any other external stakeholders can be included within the print environment in a granular and secure manner.
- **Evaluate modularity and flexible subscription service offerings and ask about cost visibility.** MPS offerings vary considerably, especially for smaller organisations that will benefit from flexible subscriptions in which MPS providers can offer tailored solutions that align with customer needs. Look for flexible subscriptions that can adapt as requirements evolve. For instance, a basic MPS may be suitable for SMBs, but it should also be able to incorporate cloud-based workflow solutions, digitisation, application integrations, and other services that may be required as the organisation grows.
- **Create a roadmap for workflow automation to support broader digital strategies.** Select MPS providers that can demonstrate a coherent roadmap for digitisation that incorporates information management and workflow automation. MPS providers are well-positioned to bridge the gap between print and digital, providing effective support in this area. Consider standardising on MFP hardware to gain the benefits of proprietary and integrated hardware, alongside specialised software, in the information management space.
- **Leverage analytics data to deliver continuous improvement.** Ensure that the MPS provider delivers deep insight into device usage across a printer fleet and uncovers valuable information to identify opportunities for improved automation and the minimising of manual paper-based processes.

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 15 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. Quocirca now also provides vendor landscape reports for Cloud Print Services, AI and Sustainability.

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