

Xerox Corporation

BLI Pacesetter Award 2022-2023
in Comprehensive MPS Programs



Xerox Corporation has claimed the coveted Buyers Lab (BLI) Pacesetter Award 2022-2023 in Comprehensive MPS Programs for North America and Western Europe from Keypoint Intelligence thanks to its...

- Full complement of advanced offerings, spanning traditional MPS to cloud print management and content and document workflow solutions
- Cloud-first development path that allows for flexible deployment models and supports zero-trust IT initiatives
- Inclusion of remote workers in the MPS ecosystem, incorporating the ability to track at-home prints even from non-Xerox devices
- Support of office equipment dealers, which have access to the full suite of Xerox tools, programs, abilities, and marketing materials

Managed print services (MPS) are an integral part of IT environments, as the solutions allow organizations to outsource the day-to-day monitoring, management, and maintenance of printer fleets to free up people's time to focus on more immediate tasks. Moreover, as the MPS landscape has matured, providers have added much more than the core device placement, break/fix service, and supplies replenishment.

Keypoint Intelligence invited the leading document imaging OEMs to answer an in-depth questionnaire and provide a briefing to our analysts on the advanced MPS programs—not "table stakes" MPS inclusions—they offer directly and through their dealer partners. In particular, we focused on offerings such as a program's ability to support home-based workers, print management features, document workflow capabilities, and suitability for "zero trust" network environments.

When the analysis was done, Xerox Corporation stood out from a strong field to claim the Buyers Lab (BLI) 2022-2023 Pacesetter Award in Comprehensive MPS Programs.

Xerox has a continuum of offerings spanning basic MPS to advanced managed document services (MDS). The company has embraced a cloud-first development path and is also on the leading edge in supporting remote and hybrid workers. Xerox can provide a variety of devices that let remote workers connect to and use the Xerox's unique Workflow Central automation and productivity tools. Meanwhile, the Xerox Cloud Print Tracker can monitor remote workers' print use on any brand—not just Xerox devices—of printer in a Windows environment.

In the MDS arena, the Xerox Workflow Mapping tool can improve the efficiency of an organization's business processes. The Capture & Content Services also intelligently classifies, extracts data from, and routes documents that businesses have captured digitally.

"Our study revealed that Xerox has risen to the challenge of the last two years by enabling hybrid workers with secure printing solutions, break/fix support, productivity tools, and more wherever their work location is, be it home, office, on the go, or a combination," said Jamie Bsales, Principal Analyst in Keypoint Intelligence's Office Group. "Notably, the company offers this wide portfolio and accompanying tools for its direct customers as well as through authorized Xerox dealers. This gives all Xerox customers the benefit of a global view of operating performance, remote device configuration, and the utmost security."

About Keypoint Intelligence

For 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 to improve business goals and increase 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 BLI 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 technologies, services, and key vertical markets.

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