Print Fleet Management and Remote Service Tools Study

Enhancing Print Fleet Efficiency and Service

Print devices need regular maintenance to ensure performance, customer satisfaction, and profitability. Advances in AI-powered predictive maintenance and remote service are reshaping the industry, with growing demand due to shrinking service margins and a lack of skilled technicians. More channel partners are leveraging remote service capabilities to cut costs and boost efficiency, while IT departments increasingly use "PrintOps" to manage device fleets.

This study aims to understand the demand for and adoption of print device management and remote service tools in the U.S. and Western Europe. It examines how companies manage print fleets, the benefits and challenges of service tools, and how channel partners use remote tools including benefits and challenges experienced.

GOALS & OBJECTIVES

- Assess demand and adoption of management tools.
- Examine how companies manage print fleets.
- Evaluate benefits and challenges of fleet tools.
- Analyze channel partners' use of remote service tools.

METHODOLOGY

- Survey of IT decision-makers in fleet management/MPS.
  - Targets SMBs & enterprises in the U.S. & EU
  - 200 respondents: 100 U.S., 100 EU (UK & Germany)
- Survey of service managers and principals; 70% dealers, 30% resellers or MPS providers.
  - 90 respondents in the U.S. and EU

SURVEY AREAS

- Print fleet management tools: usage, features, shortcomings, and pain points.
- Managing Print Fleets: drivers for insourcing vs outsourcing and support for home users (i.e. remote workers).
- Monitoring and remote service tools: key features, benefits, shortcomings, and use cases.
- Vision for remote service: unmet needs, pain points, and future improvements.

DELIVERABLES

Full analysis of findings including insights by:
- Region
- Reseller Category
- OEM Brand
- Company Size

Deliverables:
- Executive Summary
- Webinar
- Banner Tables in Excel