



Rethinking MPS: The independent approach

How independent providers will reshape the MPS market

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Managed Print Services (MPS) have proven their value to businesses that have chosen a trusted partner to manage their print infrastructure. Many organisations have recognised that MPS can help them become more agile, lower costs, support sustainability initiatives and improve the efficiency and productivity of their increasingly diverse and mobile workforce.

Although MPS has been widely adopted by larger enterprises, the emergence of independent MPS providers that offer vendor-agnostic, best-of-breed technology, software and services is promising to expand the penetration of MPS beyond the exclusive domain of large enterprises. This channel provides an important role in delivering impartial assessment services and unbiased MPS recommendations. Services such as multivendor break-fix, support and supplies replenishment enables organisations to protect existing hardware investments rather than moving immediately to a standardised print environment.

This paper outlines the need for MPS and why organisations that are operating a heterogeneous print environment should consider an independent MPS provider to proactively manage and transform their print infrastructure.

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A managed print environment can deliver strategic business advantage, supporting cost reduction imperatives and environmental demands along with improved compliance and reduced risk. Organisations continue to struggle with spiralling print costs, a patchwork of legacy copiers, printers and new MFPS with no insight into what is being printed, where and by whom. Whilst large enterprises are turning to hardware vendors for MPS, the emergence of independent MPS offerings provides organisations with access to best-of-breed hardware, software solutions and multivendor support and service. As the MPS market evolves beyond the exclusive domain of large enterprises, independent MPS providers promise to widen the penetration of MPS to midmarket organisations that are looking for flexible, enterprise-class MPS capabilities.

Businesses remain reliant on printing, yet infrastructure is often poorly managed	Printing remains crucial to many business processes, yet few organisations have the time or resources to build a print strategy to manage their disparate and complex print infrastructure, which is a mix of old and new devices, with different consumables, supplies and service needs. This not only creates a huge IT burden but also a poorly utilised environment that leads to spiralling costs and if left unprotected, exposed to risk.
MPS simplifies print infrastructure complexity	A proactive MPS optimises the printer fleet through auditing the existing multivendor environment and recommending a strategy that provides visibility, control and security. Through consolidation it reduces the sprawl of devices and transforms a complex, IT labour-intensive environment into a simplified next generation print infrastructure that is secure, cost-effective and reliable.
MPS adoption is strongest amongst large enterprises	Through their direct MPS offerings, hardware vendors have successfully delivered MPS to many large global enterprises. Whilst MPS is most prevalent in the enterprise space, vendors are now scaling their offerings to target the midmarket opportunity. This is also creating an opportunity for independent MPS providers that are able to offer impartial assessments and recommendations along with a best-of-breed MPS approach across technology, services and support.
New players, new playing field	As MPS journeys into the cloud, the number and range of MPS providers is expanding, as are the delivery models that are on offer. MPS providers may be hardware vendors, SIs, VARs, managed IT service providers or independent MPS providers with no affiliation to a specific brand. From entry-level basic services to full end-to-end MPS, businesses must determine the appropriate mix of services that deliver against their objectives.
Moving beyond device-centric MPS	Few organisations run their entire printer fleet using just one technology or brand. However, the pace of innovation in MFP technology features and functions means that hardware vendors need to ensure their customers make best use of their innovations through MPS engagements. Although these manufacturers may have a vested interest in their own products, it is not necessarily ideal for the buyer. Next generation MPS engagements will look at wider document lifecycle and workflow needs regardless of device or manufacturer.
Independent MPS providers offer a best-of-breed approach	For some organisations, moving to a standardised print environment reduces complexity. However, some organisations may prefer to choose a diversified approach in order to avoid being locked into a single technology or vendor. Independent MPS providers can provide unbiased assessment services, design, consolidation and remote diagnostics for a device fleet – from the office to the print room – that best addresses the needs of a business, regardless of brand.
The managed IT service market is poised to expand the reach of MPS	The enterprise MPS market is seeing convergence with IT outsourcing (ITO) and Quocirca expects this to replicate in the midmarket, as managed IT service providers look for turnkey MPS solutions to enhance their IT services portfolio. Managed IT services providers enable businesses to see how managing the print environment fits into a wider IT infrastructure management, offering standardised tools and services to support both the IT and print environment.

Conclusion

Spiralling costs, compliance concerns and sustainability initiatives are pushing many organisations to review the management of their print infrastructure. The choice of provider will depend on the MPS maturity roadmap for each organisation. Those that wish to avoid a rip-and-replace approach and are looking to leverage existing investments in a mixed device fleet should consider an independent MPS provider. This is not a silver bullet for MPS of course, and Quocirca expects the landscape to become more competitive as it broadens to also include hardware vendor channel partners and managed IT services providers, all looking for a piece of the evolving MPS opportunity.



Escalating printing challenges

Printing remains the cornerstone of nearly every enterprise - including commercial businesses, educational institutions and government organisations. Whether it is back-office operations such as accounting or payroll or front office activities such as sales and marketing, print remains a crucial corporate asset to support these essential business processes. A 2011 Quocirca study amongst organisations with more than 500 employees showed that over 50% view printing as very important or critical to business activities.

Yet, regardless of how dependent an organisation is on printing, IT departments struggle with very similar management challenges – providing reliable print services that meet organisational expectations while containing operational costs. IT staff frequently need to integrate diverse, multivendor print environments across disparate, geographically dispersed user groups. This is compounded by the need to ensure the availability of anytime, anywhere printing to address the needs of today's dispersed workforce of mobile or remote workers.

All too often, organisations own a broad range of equipment, often from different vendors, requiring different software, consumables and supplies with different service contracts. Devices may often be out-dated and inefficient and few organisations know how many devices they have, how they are being used and how much it costs to own, maintain and operate them. This makes it increasingly difficult to optimise efficiency and control costs and creates a huge IT and administration headache. Organisations facing staff shortages or without technology expertise lack the resources and skills to keep on top of print management issues, leaving them exposed to spiralling print costs, reduced productivity and increased risk due to unprotected devices.

To complicate matters, printing is one area that often lacks any dedicated management resource or a central perspective, with responsibilities divided between the IT support team, facilities management staff or even the heads of individual departments. With various departments sourcing and supplying similar technology, cost and capabilities are duplicated and support issues multiplied. This is not only an inefficient and costly way to deploy a printing fleet, it creates a heavy support burden for IT, as well as making a significant environmental impact due to waste (paper and defunct equipment), power consumption and CO₂ emissions.

This has prompted many businesses to move to a managed print service to ensure more efficient and effective print infrastructure operation and management – from the office to the print room. Today the strongest uptake of MPS has been amongst large enterprises – Quocirca's recent research revealed that, currently, 50% of European large enterprises (1000+ employees) have implemented or are piloting MPS. Large enterprise MPS engagements are most often delivered by hardware manufacturers that can offer the scale, technology, support and services network that is needed for multi-country engagements. These vendors have been very successful in providing comprehensive portfolios that often recommends standardisation on their own hardware to simplify management and support of a single vendor fleet.

However, for those organisations that require a vendor-neutral approach, the emergence of independent MPS providers promises to provide them with access to enterprise class products and services within a more flexible and scalable framework. Although the independent MPS market is still in its embryonic stage, some established providers with mature service delivery capabilities and centralised remote monitoring platforms are poised to reshape the MPS market opportunity in the midmarket.

The time has never been better for evaluating current print management strategies and considering the efficiency and effective improvements possible through integrated, multivendor managed print services and solutions. In an era when competitive pressures are intensifying and customer demands are escalating, organisations should more fully leverage their print environment, get the most of their investment and gain a stronger competitive advantage. This paper discusses the need for MPS and the benefits of using an independent MPS provider to address the complexity, cost and risk of an unmanaged print environment.



The need for MPS

MPS providers are typically vendors, VARs, Systems Integrators (SIs) or independent providers that specialise in print infrastructure implementation, integration, monitoring and management. They can take over responsibility for managing complex and continuously evolving print environments, allowing organisations to focus on their core business.

Over the last decade, printer and copier hardware vendors have become MPS leaders by moving up through the business value chain, having developed the technology and platforms to provide enterprise-wide MPS and deliver support and service capabilities, often across multi-country locations. Unsurprisingly, a hardware vendor MPS may often be highly product-centric with the aim to eventually transition a customer to a fully standardised environment. However, as the ultimate aim is to capture printed pages on any device, regardless of manufacturer, more MPS providers – hardware vendors included – retain existing equipment if the business requires it, therefore avoiding the need for additional capital expenditure.

MPS provides a number of benefits to the business:

- **Diverse and comprehensive expertise:** MPS providers have typically acquired a broad spectrum of technology expertise through rigorous certification and extensive experience. They are therefore well positioned to manage complex, multivendor print environments and can use their staff to scale economically, based on customer demand. Additional benefits of MPS include a single point of contact, single bill and single service level agreement (SLA), which makes the MPS process more convenient, predictable and manageable.
- **Reduced and predictable costs:** MPS engagements make printing costs predictable and help businesses avoid unanticipated cash outlays. An effective MPS will realise savings by rationalising the printer fleet and utilising more efficient MFPs. This will include increasing the employee/printer ratio and reducing waste through the deployment of pull-printing solutions that enable user-authenticated print job release. Additionally, lease-based agreements overcome the need for capital expenditure to purchase new hardware and replace a front-loaded capital expense/operating expense model with one where monthly payments, which include hardware, service and supplies, provide transparent and far more predictable costs. Predictable invoices also allow for more accurate budgeting.
- **Improved service quality:** MPS providers typically deploy remote monitoring and diagnostic technologies that enable them to detect and prevent potential equipment failures. This enables issues to be identified and resolved remotely without the need for engineer visits. By monitoring device utilisation patterns, the MPS provider can offer Service Level Agreement (SLA) compliance and adapt services as business needs change.
- **Reduced IT burden:** An MPS provider can provide on-site or remote support to maximise device uptime and minimise the IT support burden, allowing IT to focus on more strategic initiatives.
- **Enhanced productivity and security.** In addition to cost savings that arise from device consolidation and improved service and support, MPS can also deliver increased efficiency and business productivity. This can be achieved through the use of pull-printing solutions, which enable users to retrieve sensitive documents at a printer at a time suitable for them, without the risk of interception by unauthorised users. This eliminates wastage created by uncollected documents and also promotes user mobility as documents can be released at any device on a corporate network.
- **Reduced environmental impact.** Through rationalised fleets, MPS reduces energy consumption, enables environmentally friendly provision and disposal of consumables and helps implement user behaviour initiatives to reduce printed page volumes and help businesses move to a “less-paper” office.

Although the vendor-direct MPS approach is well suited to large enterprise engagements, the midmarket is typically best served by the channel, which can often provide more flexibility and more innovative pricing structures along with multivendor service and support. Whilst some channel MPS providers may be using a vendor-branded MPS platform, true independent MPS

What is a managed print service?

Quocirca defines MPS as the assessment, optimisation and proactive management of the print environment, delivered by a provider under a contracted service level agreement. This term is used by various providers differently, based on the context of their business and the services that they provide.

Enterprise MPS contracts are often based on a cost-per-page model although pay-per-print pricing is becoming more common amongst SMB contracts.

An effective MPS delivers increased visibility and control over usage, improved device availability, significant cost reductions and environmental benefits.



providers are not tied to any particular manufacturer and can therefore offer impartial assessment and recommendations, together with multivendor support using their own bespoke monitoring tools.

Vendor neutrality

The market landscape for MPS providers has never been more competitive – or more complex. Seeking to differentiate their services and boost customer satisfaction, emerging MPS providers are taking a ‘best-of-breed’ vendor-agnostic approach. By retaining the flexibility to add devices from multiple vendors, independent MPS providers have the freedom to innovate with the latest technology and introduce new capabilities, without being dependent on any single incumbent printer or copier supplier.

Nevertheless, it should be borne in mind that the inherent complexity of a multivendor environment can create significant operational challenges. Standardising on printer technology eliminates the problems of needing to order multiple types or brands of ink cartridges and supplies, simplifying management and administration.

So when is a vendor-neutral approach to MPS really the best way forward? Whilst hardware vendors will have a vested interest in eventually moving the customer to a standardised environment, many of the major vendors are able to support and manage a multivendor environment at the initial stages of an MPS engagement, sweating the assets as needed. Quocirca recommends that businesses consider the following maturity roadmap when determining the choice of MPS provider.

Moving from a heterogeneous to a standardised fleet

Not many organisations operate a standardised fleet at the outset, and it is therefore vital to select an MPS provider that can provide an impartial assessment of the print environment. However, if an organisation is planning to transition to a standardised environment, a hardware-centric MPS may be the best approach. This can be supplied by a hardware vendor, SI or independent MPS provider. In fact, many hardware vendors will use channel partners as a route to market to deliver MPS to midmarket organisations. It should be noted that selecting a single MPS vendor to provide all printer hardware for all areas may, in some circumstances, be more costly than through an independent MPS, due to the limited ability to negotiate pricing that would be possible through an independent MPS provider.

Retaining a mixed printer fleet

In many cases, organisations will wish to retain certain devices from different manufacturers because of functionality or lease commitments. It is often the case, for instance, that different products and brands are used in the office and print room environments. In this case, an independent MPS provider can recommend the best devices and solutions to fit their requirements and potentially protect customers from rip-and-replace pressure, inflexible contracts and inconvenient CapEx models that characterise some MPS engagements. Although some hardware vendors are able to support and service third party devices, very few are truly product independent.

Other benefits of using an independent MPS provider include:

- **Pricing:** Vendor-neutral providers can often negotiate the best prices on equipment and supplies, aiming at delivering the highest quality at the lowest cost. Ultimately it is in the interest of an independent MPS provider to provide the right device for the right use, regardless of brand.
- **Contracts:** Traditional MPS contracts are often based on minimum volumes, which recent Quocirca research showed as the top inhibitor to MPS adoption. Independent MPS providers often use different pricing models such as pay-per-print, which eliminates over-spending on pages that are not printed.

Independent MPS

A vendor-neutral or independent MPS provider company has no affiliations to specific manufacturers and software providers to provide a best-fit solution. The MPS customer therefore avoids the need to dispose of equipment or purchase new equipment, as the MPS solution will be designed to fit with existing assets.

Characteristics include:

- **Resources:** Dedicated resources and help desk departments
 - **Reach:** Large nationwide reach and network of service engineers
 - **Print management tools:** Larger providers will use their own customised multivendor remote monitoring/diagnostic tools, others will use hardware vendor-provided turnkey tools
 - **Partners:** Wide range of hardware and Independent Software Vendor (ISV) partners
 - **IT integration:** Help desk integration capabilities, single point of contact
 - **Enterprise wide:** Larger providers offer both office and print room management
 - **Management reporting:** On-going reporting – device, usage, cost accounting and environmental
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- **Multivendor.** While a single-vendor strategy forces an enterprise to settle for what one vendor has to offer for each area of the enterprise – whether it's the office or print room – a multivendor strategy enables a true best-of-breed solution that is optimised to perform across the enterprise. Vendor neutrality is important, because it delivers the significant advantages of using independent providers that can operate an MPS on the existing fleet, without needing to sell equipment.

The hallmarks of next generation MPS

MPS is not a one-size-fits-all concept and should be customised based on the unique needs of the organisation and the service provider's portfolio of services. Quocirca believes that as MPS becomes commoditised, the market will extend to managed IT service providers who are looking for turnkey MPS solutions to enhance their IT services portfolio. Whilst this opens the market to the IT infrastructure management players, it will put more pressure on MPS providers to deliver true transformation within the MPS engagements. Therefore, Quocirca expects that the next generation of enterprise managed print services engagements will be characterised by the following attributes:

- **Partnership based:** It is vital to identify and build a trust-based partnership between the customer and MPS provider and partner with a company that can leverage its scale and experience. A relationship of trust is therefore crucial for both sides. This may begin with an initial standardisation of services that will provide consistency and then a roadmap of innovation that will take the business forward.
- **Mature service level agreements (SLAs):** To differentiate delivery, MPS providers must be able to guarantee SLAs and provide extensive and sophisticated levels of monitoring and support. Additionally, on-going review of the MPS agreements and operational and service level agreements is key to ensuring that the outcomes originally defined continue to meet the business' strategic needs and, if not, to decide on how best to deliver more relevant ones.
- **Creating business value.** The prime driver for first-generation MPS was the need to control costs. The prime driver for second-generation MPS is often the need to leverage the investments for business value, which means assessing the enterprise's current print environment and managing it more comprehensively, taking into consideration the fact that it does not make sense for the company to throw money away by replacing a six month old printer it already owns. Often, there is an unrecovered cash investment in existing devices, particularly when the company purchased some of these assets instead of leasing them. Sometimes business value is best achieved through having multiple technologies at play within the environment. It means bringing forward a best-of-breed solution to help the client leverage existing investments to deliver business results and improve return on investment rather than focusing on changing the technology architecture because it is not the vendor's preferred solution.
- **Transformational service delivery.** Ultimately, a true MPS approach looks beyond the particular print device and whether a certain print task should be sent to a desktop printer, an MFP, a networked device or something else. It looks at the entire document workflow and lifecycle, including electronic documents, and identifies holistic ways to bring about changes that improve that workflow over time.
- **Sustained change management.** Effective change management will be the cornerstone of successful, next generation MPS relationships.

Selecting an MPS provider

Businesses need to apply a systematic approach to evaluating their print management needs. The first step is to assess existing challenges related to technologies and resources. Next they should identify potential objectives to be addressed through the deployment of an MPS. Finally they should thoroughly evaluate potential MPS providers, looking at the following criteria:

- **Experience:** Look for a provider with extensive print management skills and expertise with products from a variety of vendors. Select an MPS provider with a comprehensive product and services portfolio, including products or solutions that a business may eventually need or migrate to. This can help future-proof existing investments and extend the longevity of the partnership.
 - **Geographic coverage:** Larger businesses may also wish to partner with a provider with broad geographic coverage so they can consolidate print management across dispersed locations with uniform SLAs.
 - **Financial viability:** This is important to guarantee continuity as print requirements evolve over time. Therefore, due diligence on the MPS provider, including its implementation history and track record, is key to making the right choice.
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Case study

Pannone is one of the UK's leading regional law firms, catering for the needs of private and public sector clients as well as private individuals. The firm is structured around five key divisions: Corporate Services; Dispute Resolution and Regulatory; Family, Personal and Financial; Injury and Negligence; and Pannone Affinity Solutions. This approach facilitates the sharing of both common professional knowledge and client-specific knowledge. The team is made up of more than 100 partners, around 300 lawyers and a total staff of more than 600 people. From its head office in Manchester and via satellite offices in Cheshire and London, it serves clients throughout the UK and internationally.

Business challenge

Pannone owned a wide mix of multifunction printers (MFPs) and was producing 17 million pages of black and white and two million colour pages per annum. Using administrative staff for photocopying support, Pannone was unable to easily track and report on departmental printing usage or costs. Pannone were looking for a single supplier to identify improvements to its existing printer estate that would reduce its printing spend and reduce unnecessary print consumption.

Solution chosen

Independent MPS provider M2 conducted an in-depth analysis of Pannone's existing print equipment and volumes. By providing Pannone a quarterly report for each division of the business, M2 could identify areas where inefficiencies could be removed; for example, areas where printing in black and white would be adequate rather than high colour print. M2 provided a solution that included new improved equipment, cost recovery, security, troubleshooting and an internal print room. A 'pull-printing' solution was introduced by M2 and delivered through its partner Copitrak to improve document security and reduce print waste. Users can now print from their PC and collect at any device, but they must authenticate themselves at the copier by using a security card (also used to access the Pannone offices) before the job is printed. This helps reduce waste by eliminating uncollected output.

The M2 Service Centre ensures that any logged issues are dealt with quickly and efficiently by an M2 engineer. With the information logged centrally, M2 is able to identify if a particular device is causing trouble and divert resources to another machine if necessary while repairing any problems.

Part of M2's solution was to introduce an internal print room. The 'Docucentre' is branded, managed and staffed by M2 as well as Pannone's previous on-site engineer, and now handles the majority of all photocopying and bulk printing. Docucentre uses larger production machines that ease the pressure on the departmental devices. This has helped to reduce equipment rental and provide further savings. This Docucentre solution has helped to free up existing administrative staff to concentrate on other areas of support to the firm. Production times for marketing materials are now less than an eighth of the previous time. Marketing materials can be printed on demand, in some cases within the hour if an important meeting is occurring.

Benefits

Pannone now has the ability to recover costs associated with all the print and photocopying that is produced throughout its offices. The company can also report on departmental print and photocopy cost throughout departments. The M2 Docucentre is currently producing over three million black and white copies per annum and producing over 650,000 professional colour prints. Through this contract and its associated cost savings, M2 and the Pannone IT department have delivered £140,000 per annum savings for the firm.

Conclusion: a window of opportunity

Although hardware vendors have been the predominant suppliers of MPS for decades, the market is at a tipping point, evolving to encompass a wider range of providers. The opportunity for independent MPS providers to take advantage of this evolution is here today, particularly those that have invested the time in the resources and infrastructure needed to design and deploy an MPS. However, this window of opportunity is limited, and the technology that enables independent MPS providers to move up the MPS stack is also available to their competitors (systems integrators, managed IT service vendors and hardware vendors) who are using the same or similar technology to move down the stack. Quocirca also expects further acquisitions of independent providers as hardware vendors look to strengthen their multivendor MPS delivery and service capabilities.

MPS is now on its journey towards the cloud and, to be successful, MPS providers must embrace recent developments in cloud technologies, which open the door for them to expand their influence and create a differentiated delivery model that lowers costs whilst still offering customers a full end-to-end control of their print environment. Using cloud-based architectures, in particular, allows MPS providers to improve cost economies and also offer increased scalability—a priority for midmarket businesses seeking enterprise-class solutions at low price points.



About M2

M2 is a leading UK Independent managed print IT services company. M2 helps reduce office print costs, waste and risk by proactively managing an organisation's office print strategy, infrastructure and document processes. M2 helps audit and assess an organisation's current 'as is' printing fleet before helping design an end state solution of best practice. With its project managers and consultants, M2 helps transition organisations through a controlled change programme to secure that end state, maximising benefits. Through its professional account management team, M2 helps secure sustained benefits realisation as well as developing a continual improvement programme.

M2 only operates the four leading hardware brands: Xerox, HP, Canon & Ricoh, as well as the leading software providers such as Equitrac, Safecom and Uniflow. M2 provides all its own expert resource, from engineering break-fix services to IT consultancy and 1st, 2nd line support for its all services. M2 provides a national UK service and specialises in the mid to large corporate market.

<http://www.m2.uk.com/>

About Supplies Team Solutions

Vasanta Group is the largest wholesaler and distributor of electronic office supplies and associated office products in the UK and Ireland and is widely acknowledged to be the market leader in its field. Trading as 'VOW', 'Supplies Team Solutions' and 'ISA Retail', Vasanta distributes products by way of serving dedicated channels via its distribution network in Leicestershire, Yorkshire and Dublin.

This distribution network ensures that Vasanta is not only the lowest cost provider in its sector, but always provides high levels of customer service. The group has turnover in the region of £500 million and employs approximately 1,400 people across the UK and Ireland. Established in 1970, Supplies Team Solutions has enjoyed a unique and significant position in the UK office products market. The business began life as a provider of electronic office products when the electronic office was still in its infancy.

Supplies Team Solutions has grown significantly and is now delivering industry-leading end-to-end office product procurement solutions to some of the most demanding clients in the UK and ROI. In 2009 Supplies Team Solutions and M2 formed a strategic partnership to facilitate the provision of Managed Print Solutions across the public and corporate arenas throughout the UK. This partnership is underpinned by a formal multiyear outsourcing contract of all M2's consumable fulfilment worth in excess of +£40m with leading unique service aspects, service levels and integrated systems between both organisations.

About Quocirca

Quocirca is a primary research and analysis company specialising in the business impact of information technology and communications (ITC). With world-wide, native language reach, Quocirca provides in-depth insights into the views of buyers and influencers in large, mid-sized and small organisations. Its analyst team is made up of real-world practitioners with first-hand experience of ITC delivery who continuously research and track the industry and its real usage in the markets. Through researching perceptions, Quocirca uncovers the real hurdles to technology adoption – the personal and political aspects of an organisation's environment and the pressures of the need for demonstrable business value in any implementation. This capability to uncover and report back on the end-user perceptions in the market enables Quocirca to provide advice on the realities of technology adoption, not the promises.

Quocirca research is always pragmatic, business orientated and conducted in the context of the bigger picture. ITC has the ability to transform businesses and the processes that drive them, but often fails to do so. Quocirca's mission is to help organisations improve their success rate in process enablement through better levels of understanding and the adoption of the correct technologies at the correct time. Quocirca has a pro-active primary research programme, regularly surveying users, purchasers and resellers of ITC products and services on emerging, evolving and maturing technologies. Over time, Quocirca has built a picture of long term investment trends, providing invaluable information for the whole of the ITC community.

Quocirca works with global and local providers of ITC products and services to help them deliver on the promise that ITC holds for business. Quocirca's clients include Oracle, Microsoft, IBM, O2, T-Mobile, HP, Xerox, EMC, Symantec and Cisco, along with other large and medium-sized vendors, service providers and more specialist firms.

Details of Quocirca's work and the services it offers can be found at <http://www.quocirca.com>

