



# LRS Managed Services

## Our Experts Can Manage Your LRS® Software

You know your business. LRS knows our software. Why not let the experts do what they do best?

Let the subject matter experts manage your LRS software and worry about maintaining your printing environment; we can do all the administration and servicing of your LRS software.

### **Our Value Proposition**

No two customers are alike; every organization has its own unique needs and changes occur as businesses grow and evolve.

LRS Managed Services output management solutions experts will help you choose from a range of options from architecture to SLA's that fit your needs, then take on the oversight and management of your LRS software. We understand the best practices for running our software which translates to better risk mitigation in the long run.

Our managed services technicians make the transition easy so you can refocus your internal IT resources on other priorities within your

organization. We know our software and know the best way to manage it with our years of proven knowledge and experience.

### **Helping you Transform**

As a global leader in output management and document delivery, we understand requirements and the scope for any sort of project whether it's a digital transformation project, implementing and designing services, or new LRS solutions and products all the way through continual service improvement.

At this stage, LRS will meet with you and determine the specifics of how we can best work with your organization and agree upon the particulars of how we will work together going forward.

### **Infrastructure**

LRS understands that there is no one-size-fits-all solution; every organization is unique.

When it comes to Cloud hosting there are multiple flavors; customer on-premise or private-

cloud and LRS-hosted. Our team works with you to define a secure printing environment that fits you. LRS systems engineers and output management technicians will design the solution to support your end-users taking into account your regional or global requirements.

### **Service Transition**

Once we have tailored a plan to your organization's needs, LRS begins the transition phase and delivers the Service Transition Plan. A Transition Project Manager will be assigned to oversee the implementation and training of LRS managed service technicians on your existing Service Management tools and internal processes can begin, when required.

As the transition phase begins, LRS will confirm the services design, service level agreements (SLAs), and deliver a service transition plan. Once these items are in place, LRS will oversee the integration, and onboarding plan all the way through the go-live phase.

## Service Operation

This is the stage when LRS takes over the responsibility for maintaining and managing your print environment. We oversee incidents and events, manage problems, changes, software releases and deployments and assets, monitor and manage all agreed upon service level agreements (SLAs). Your LRS team works with you and any outside third-party service and hardware vendors to ensure a smooth printing environment at your business.

## Continuous Service Improvement

Our ongoing commitment to your business is an integral component to the LRS Managed Services relationship. Communication is key. At regularly scheduled intervals, we will review our service, the delivery of our services, solicit your feedback, and collaborate on ways to further improve your print environment.

If the situation arises where we may need to increase the scope of the current agreement between you and LRS, this continuing dialogue will help facilitate those changes.

We want to take the work out of managing your printing and make sure you are satisfied with the level of service you are receiving.



## Learn More and Worry Less

To learn more about engaging LRS to manage your LRS software, contact your LRS representative. We are happy to answer questions and provide more detailed information.

## Contact LRS to learn more.

Find out more about the LRS Managed Services process by visiting [LRSoutputmanagement.com](http://LRSoutputmanagement.com).



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