



New MPSA Member Prism Pointe Technologies Offers a Service-centric View of the Managed Print Services Industry

COLUMBUS, OH – October 17, 2011 – One of the newest Corporate Members of the Managed Print Services Association (MPSA) approaches the MPS industry from a service-oriented perspective. This requires an approach that uses collaboration and coordination with other partners to provide a complete package for each customer. Here's a look at MPS from the service-centric perspective of Prism Pointe Technologies.

Prism Pointe Technologies: A Focus on the Service Piece

Prism Pointe Technologies (PPT) is a Global Service Provider, with multiple locations across the U.S.A. and around the world. "While we will focus on service, we utilize partners to facilitate the non-service functions of MPS, such as supplies, products and solutions, while being transparent to the customer. With over a decade of experience, we understand how important service is to Managed Print Services," said John Barbieri, Senior Director Strategic Initiatives at PPT.

Prism Pointe has provided support for MPS opportunities for several years with just the service break/fix aspect of the business. "MPS is the new direction with enterprise opportunities, and we are embracing MPS with the monitoring tools, reports, billing, supplies and proactive alerts to provide a full complement of services to our customers," said Barbieri.

Eager to Make a Difference

As one of the newest Corporate Members of MPSA, the company is eager to make contacts and make a difference. "Through our proven experience and capabilities, coupled with our true nation-wide and international reach, we can assist fellow MPSA members in providing quality service to their customers, but more importantly, we can share with fellow members why service is so important to any organization that undertakes an MPS opportunity."

Barbieri says customer satisfaction and loyalty are the most important assets of any company, and this comes from providing great service. "Generally, you only get one chance to succeed, so be sure the

servicer you utilize meets and exceeds those needs. We believe our services will achieve that recognition for our partners to grow their businesses with total success.”

PPT is not interested in selling products, “however, we feel that we must have the capability to support customers who require the whole package,” Barbieri explained. “Utilizing our verified partners for the non-service related portions of MPS will allow our customers to benefit from our experience.”

About Prism Pointe Technologies

IT services company Prism Pointe Technologies focuses on federal, state and local government clients, as well as commercial customers in healthcare, manufacturing and other enterprise-level accounts. PPT can support customers in over 150 countries and all fifty states. They maintain their own W2 Field Service Technicians to ensure consistency, quality and service. The PPT technical staff continually maintains certifications and training for most major manufacturers including IBM/Lenovo, HP, Dell, Cisco, Fujitsu, Panasonic and Lexmark. For more information, 866-323-4146 or visit <http://www.prismpointe.com>.

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About the Managed Print Services Organization

The Managed Print Services Association (MPSA) is an independent, not-for-profit organization that serves the emerging MPS industry through the development of standards and industry guidelines which unite the different segments of the industry that bring value to all those participating. For more information about benefits and memberships, visit www.yourmpsa.org.