

43 MUST-ASK QUESTIONS

Before Selecting a Managed Print Services Provider

MANAGED PRINT

BUYER'S CHECKLIST

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Proudly serving businesses across Illinois, Northwest Indiana, and Southeast Wisconsin

Most businesses don't know how much they are printing or what they are spending on business printing each month. It's often confusing because costs are spread across devices, leases, service agreements, toner, paper, and IT time to triage network printing issues.

A good Managed Print provider gives you one point of contact, one simple invoice, and a clear view of your actual print usage and costs.

For businesses across Illinois, Northwest Indiana, and Southeast Wisconsin, these questions will help you find the right one.

Written by Managed Print specialists, this checklist covers what to ask, what to watch for, and how to compare providers in six key areas.

6 QUESTIONING TOPICS

SECTION 01

Experience and Market Position

Questions 01–07 · Page 2

SECTION 02

Print Assessment and Discovery

Questions 08–14 · Page 3

SECTION 03

Devices and Technology

Questions 15–21 · Page 4

SECTION 04

Service, Support and Supplies

Questions 22–30 · Page 5

SECTION 05

Print Security and Reporting

Questions 31–37 · Page 6

SECTION 06

Pricing and Terms

Questions 38–43 · Page 7

HOW TO USE THIS CHECKLIST

1. **Share it before the meeting**
   Send the questions ahead so vendors come prepared.
2. **Compare vendors**
   Create your own customized buyer's checklist.
3. **Watch for red flags**
   Know what to avoid and what to look for in a strong provider.

THE BIG PICTURE

67%

of organizations experienced at least one print-related data loss in the past year.

Source: Quocirca Print Security Landscape 2026

SECTION 01

Experience and Market Position

Evaluate the provider's experience and track record.

QUESTIONS	VENDOR A	B	C
01 How long have you provided Managed Print Services?	☐	☐	☐
02 How many clients do you serve in our industry?	☐	☐	☐
03 What is your current client retention rate?	☐	☐	☐
04 Can we speak with references in our industry and area?	☐	☐	☐
05 Where are your technicians based, and what certifications do they hold?	☐	☐	☐
06 What IT services can you support beyond print?	☐	☐	☐
07 How do you measure and report client satisfaction?	☐	☐	☐

Red Flag
No local technicians or references from businesses like yours.

Pro Tip
Ask a reference what changed in the first year: costs, uptime, and help desk calls.

Look For
Local certified technicians, strong retention, and long-term client relationships.

WHY IT MATTERS

57%

of organizations using Managed Print are open to switching providers when their contract renews.

Source: Quocirca Managed Print Services Landscape

SECTION 02

Print Assessment and Discovery

Understand your current print environment before you commit.

	QUESTIONS	VENDOR A	B	C
08	What does your print assessment include?	☐	☐	☐
09	How do you capture our print volumes and costs by device?	☐	☐	☐
10	How do you assess remote printing?	☐	☐	☐
11	How do you identify underutilized or unnecessary devices?	☐	☐	☐
12	Which print security vulnerabilities does the assessment check for?	☐	☐	☐
13	How much will the assessment disrupt our staff?	☐	☐	☐
14	How do you present findings and recommendations?	☐	☐	☐

Red Flag
A proposal or quote before anyone has looked at your fleet.

Pro Tip
Ask for a sample assessment report so you know exactly what you'll receive.

Look For
Data-driven findings on cost, usage, security, and workflow.

WHY IT MATTERS

8 in 10

organizations still rely on printing to support key business processes.

Source: Quocirca Print Security Landscape 2026

SECTION 03

Devices and Technology

See how the right fleet supports the way you work.

	QUESTIONS	VENDOR	A	B	C
15	How do you decide the right number and placement of devices?				
16	How do you manage our existing devices, including other brands?				
17	Which cloud or serverless printing options do you offer?				
18	How do you support mobile and remote printing?				
19	How does your solution integrate with our network and systems?				
20	How do you handle device refreshes and technology upgrades?				
21	How do you support our sustainability goals?				

Red Flag
A one-size-fits-all fleet with little regard for how you work.

Pro Tip
Ask how they would use your assessment data to decide which devices you need.

Look For
Device recommendations backed by your usage data, and a clear plan for future upgrades.

WHY IT MATTERS

64%

of organizations run mixed-brand printer fleets, which are more likely to report print-related data loss.

Source: Quocirca Print Security Landscape 2026

SECTION 04

Service, Support and Supplies

Clarify what to expect from setup and day-to-day support.

	QUESTIONS	VENDOR	A	B	C
22	How do you handle setup and installation, and how long does it take?				
23	How do you monitor our devices remotely?				
24	How is toner replenished, and how much is automated?				
25	What response times and uptime do you guarantee?				
26	How do we submit service requests, and who handles them?				
27	How will you reduce print-related calls to our IT help desk?				
28	Who will be our day-to-day contact?				
29	What training do you provide for our staff?				
30	How do you handle device moves, adds, and changes?				

Red Flag
No guaranteed response times or a reactive-only service model.

Pro Tip
Ask for their average response and fix times over the last 12 months.

Look For
Remote monitoring, automatic supplies, and a dedicated account contact.

WHY IT MATTERS

84%

of organizations using Managed Print say it has been very effective at improving service quality.

Source: Office Tech Insider

SECTION 05

Print Security and Reporting

Protect your devices, documents, and data.

	QUESTIONS	VENDOR A	B	C
31	How do you secure print devices on our network?	☐	☐	☐
32	How do you manage firmware updates and security patches?	☐	☐	☐
33	How does secure print release work for our users?	☐	☐	☐
34	What user restrictions and color or volume limits can you set?	☐	☐	☐
35	How do you encrypt and wipe device hard drives at end of life?	☐	☐	☐
36	What usage reports do you provide by user and department?	☐	☐	☐
37	How do you turn usage data into actionable recommendations?	☐	☐	☐

Red Flag
Security treated as an add-on, or reports with little insight.

Pro Tip
Ask what happens to a device's stored data when it leaves your office.

Look For
Secure release, regular firmware updates, and actionable reporting.

WHY IT MATTERS

$1.3M+

average cost of a print-related data breach, up from $1.1M the year before.

Source: Quocirca Print Security Landscape 2026

SECTION 06

Pricing and Terms

Identify costs, contract terms, and exit options.

	QUESTIONS	VENDOR A	B	C
38	How is your service priced: per page, flat rate, or both?	☐	☐	☐
39	What additional costs should we anticipate?	☐	☐	☐
40	What are your service terms and payment options?	☐	☐	☐
41	How do we add or remove devices during the term?	☐	☐	☐
42	How is billing handled: one invoice or several?	☐	☐	☐
43	What happens to our devices and stored data when the contract ends?	☐	☐	☐

Red Flag
Hidden fees, automatic renewals, or unclear overage charges.

Pro Tip
Ask what you'll pay now, and what could change the cost later.

Look For
Transparent pricing, one invoice, and clear end-of-term options.

WHY IT MATTERS

47%

of organizations using Managed Print say cost is the main reason they would change providers.

Source: Quocirca Managed Print Services Landscape

Put Us to the Test



For 70 years, Pulse Technology has helped businesses across Illinois, Northwest Indiana, and Southeast Wisconsin keep their offices running. We know print inside and out, and we're happy to prove it.

Use this checklist with us. Ask the hard questions, compare our answers, and see how we stack up. We'll show you what your printing really costs today, where you could save, and exactly what you'd get from us.

Let's Talk.

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PULSE TECHNOLOGY

About Pulse Technology

We are an award-winning, family-owned business with decades of dedication to the industry. We are a complete office technology partner providing Managed IT and products to help your business run smoother and keep you ahead of the curve.

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