



## MODULAR APPROACH OFFERS TAILORED BUSINESS SOLUTIONS

### HP Managed Print Services

Managed Print Services (MPS) is a business enabler—it enables you to harness and optimally manage the power of your IT print infrastructure both today and as your business needs evolve. It allows you to lower your total cost of printing, improve IT efficiency, and invest in areas that can increase productivity, competitiveness, and profitability.<sup>1</sup>

As a recognized MPS market leader, HP delivers much more than a comprehensive portfolio of hardware, supplies, services, and software with its Managed Print Services solution. HP MPS is built on a strategic partnership and modular approach that enables you to tailor MPS to your unique business needs. Create business outcomes that can give you a competitive edge—freeing up capital for other investments, reducing operational expenses, improving how your employees work, protecting information, and leading in sustainability. We'll work with you to implement an environment that delivers results today, and partner together to continually optimize outcomes for the future.



# HP MPS DELIVERS EXPERTISE YOU CAN COUNT ON

With 25 years of leadership in the printing market, HP serves a wide range of organizations—from small- and medium-sized to public sector and large enterprises. And we bring deep industry expertise that spans manufacturing, technology, financial services, insurance, healthcare, transportation, communications, retail, and more.

## HP MPS IS A COMPREHENSIVE APPROACH—INTEGRATING HARDWARE, SUPPLIES, SERVICES, AND SOFTWARE TO DELIVER A TOTAL SOLUTION



### HARDWARE

Select from our broad portfolio of A3/A4 managed devices. We can also manage your environment “as-is,” including non-HP and Zebra-qualified devices. And we offer flexible financing and leasing terms to address your specific needs.



### SUPPLIES

Count on HP MPS to deliver reliable, Original HP supplies on time—keeping users up and running with quality output. And take advantage of HP’s flexible billing options to get the business terms that work for you.



### SERVICES

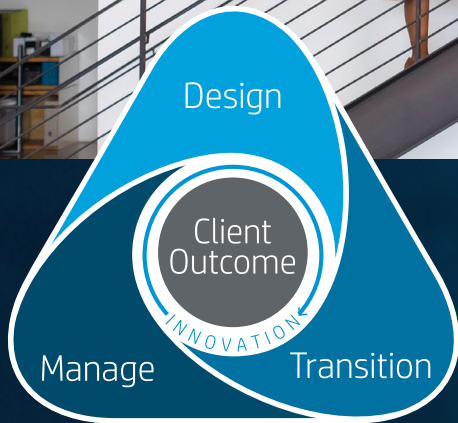
Choose from a modular and flexible set of managed services for device maintenance, supplies management, and remote management and diagnostic services. With HP’s professional services, you can improve print security, business intelligence, and more.



### SOFTWARE

Help achieve greater success with a full suite of JetAdvantage solutions for management, security, mobility, and workflow—from HP and our solution partners—giving you the industry’s best capabilities.





## HP OFFERS A FLEXIBLE, MODULAR PORTFOLIO IN THREE PHASES: DESIGN, TRANSITION, AND MANAGE

As you partner with HP to tailor your printing environment, you can decide on the level of IT involvement—from customer led, shared, or HP led—that is right for your business. The MPS modular service approach empowers you to control your investment of time, money, and resources by choosing the level of IT involvement that's right for you.

### DESIGN

Get a blueprint for building the outcomes you want, based on a detailed understanding of your business. HP listens first, so we know where you're coming from and what goals you want to achieve—simple, complex, or somewhere in between. It all happens through collaboration with your team, along with assessing your fleet, print volumes, and user needs. The result is a customized plan selected from HP's modular and scalable set of services—all tailored to you.

### TRANSITION

Make the right changes while avoiding potential pitfalls and costly disruptions along the way. HP knows what it takes for a smooth transition: We take ownership by assigning a program manager to lead implementation of your new support and supplies services, like user training, customer analytics, and reporting tools—so there's transparency from day one. It's all designed to let everyone continue working with the least amount of disruption.

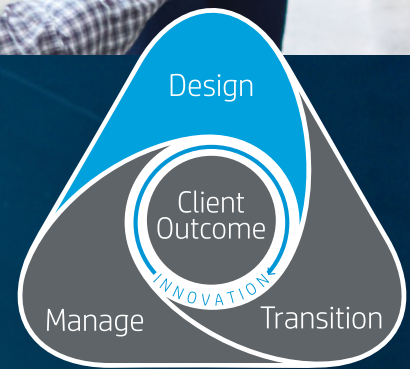
### MANAGE

HP understands partnership means being there day in and day out. It's why our modular portfolio of services, industry-best security,<sup>2</sup> and smart devices can help deliver outcomes you need by continually analyzing performance and finding efficiencies. Count on real-time access to self-serve tools and optional business reviews for full transparency. Our collaboration fuels ongoing recommendations to help lower costs, bolster security, and help everyone stay productive.



## DESIGN PHASE

A blueprint for building outcomes you want, based on your business



## DISCOVERY

- Onsite Discovery** Get onsite access to HP experts who will review your printing and imaging environment against your business needs and goals. They will evaluate your current environment and recommend a plan for optimizing it for the future.
- Remote Discovery** Get remote access to HP experts who will review your printing and imaging environment against your business needs and goals. They will evaluate your current environment and recommend a plan for optimizing it for the future.

## DESIGN

- Hardware Refresh Design** HP will utilize the collected Discovery Data to recommend a one-for-one device replacement strategy for a future state design as part of an MPS agreement.
- Optimization Design** HP will design and optimize the future state fleet, utilizing the Discovery Data.



## ASSESSMENT

<b>Print Security Advisory Service</b>	Get help assessing your print security vulnerabilities and building a comprehensive print security policy based on your unique business needs and industry best practices.
<b>Print Security Advisory Retainer Service</b>	Get ongoing access to additional security expertise, whenever you need it. HP security experts can help you review your security plan, update your security status, and upgrade settings to address constantly evolving threats.
<b>Industry Benchmark Analysis</b>	Find out how your printing and imaging environment is performing against a series of industry-specific metrics. Identify efficiencies around the office in production, marketing, or other departments that print.
<b>Managed Environment Assessment</b>	Get a 360-degree look at printing and imaging across your organization, and discover how HP devices, software, tools, and best practices can help you get the most from your investment.
<b>Workflow Discovery</b>	Get a customized analysis of how your business uses documents, and transform manual, paper-intensive processes. Uncover workflow inefficiencies and potential cost savings. Get recommendations for how HP devices, software, tools, and best practices can help improve how you work.
<b>Eco Printing Assessment</b>	See how printing and imaging affects your carbon footprint and find out ways to reduce it across your organization. Get a roadmap to conserve energy, paper, and other resources with recommendations on devices, workflow, and management.

## HARDWARE

<b>HP Hardware</b>	Procure new HP printing and imaging hardware, and count on a consistent, single-vendor fleet and partner who knows how to manage it best. Choose payment options that meet your business needs and budget preferences.
<b>Customer-owned Hardware (Installed base)</b>	Get supplies, services, and management for your current fleet—without adding new hardware. HP technicians can handle both HP and non-HP devices, so there's no need to change your environment.
<b>Multivendor Hardware</b>	Meet specialty printing and imaging needs with new hardware from a range of manufacturers. HP can service your current fleet or procure and manage devices from a range of vendors, including Canon, Konica-Minolta, Lexmark, Ricoh, Toshiba, Xerox, and Zebra.

## FINANCIAL

**Integrated Financing** Manage all your printing and imaging needs on a single contract—for hardware, services, supplies, and more.

<b>Fleet Reduction Flexibility</b>	Adjust your fleet based on your business needs. Avoid penalties if you need to reduce devices throughout the term of your contract.
<b>Fleet Transition Service</b>	Seamlessly consolidate to a single print vendor. Roll any early termination fees from a previous hardware-leasing vendor into your new HP MPS contract, and pay these transition costs up front or over the term of your contract.
<b>Client Fleet Acquisition (Sale and Lease back)</b>	Optimize the value of the hardware you own and remove devices from your balance sheet by transferring management—and risk—to HP.

## CONTRACT

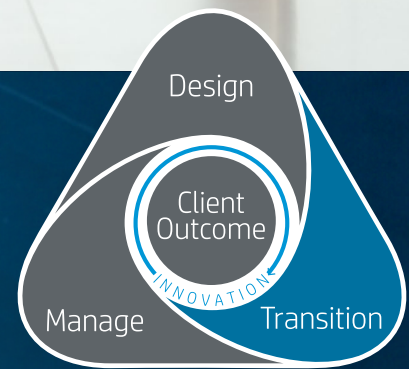
<b>Base + Click</b>	Pay for the pages you print, plus a fixed monthly base fee.
<b>Level Pay</b>	Count on a consistent invoice every month, based on your forecasted fleet and projected page volume. You'll know how much you're spending every month without variability, and we'll reconcile any differences at the end of the year.
<b>Base + Supplies</b>	Pay a fixed base charge, plus all supplies costs.
<b>Cost per Page with No Minimums</b>	Pay only for the pages you print, without committing to a minimum number of pages per month.
<b>Cost per Page with Minimums</b>	Pay only for the pages you print, with a minimum committed number of pages per month.
<b>Utility (Cost per page)</b>	Pay only for the pages you print, without committing to a minimum number of pages per month. HP will design and manage your fleet for you, following a mutually agreed print policy, so you can focus on your business.
<b>Custom Payment</b>	Customize a plan that works best for your unique invoicing requirements. We'll figure out a way to make it work, whether it's fine-tuning our other billing models or coming up with a whole new way to get it done.





## TRANSITION PHASE

Move to managed printing  
without missing a beat



## TRANSITION MANAGEMENT

<b>Remote Deployment Management</b>	Get a single point of contact to make your transition as short and smooth as possible. A certified HP project manager works on your schedule to help take your print environment from design to implementation, all while collaborating with you to mitigate risks at every step.
<b>Onsite Deployment Management</b>	Provides an onsite HP transition project coordinator to schedule and coordinate implementation of new hardware, software, and services. The coordinator will partner with your business to support its transition to ongoing fleet management.
<b>Remote Deployment Coordination</b>	Provides a remote HP transition project coordinator to schedule and coordinate implementation of new hardware, software, and services. The coordinator will partner with your business to support its transition to ongoing fleet management.
<b>Multi-country Deployment Governance</b>	Get consolidated coordination, communication, and compliance during the transition to your future fleet state in a region, as defined in the statement of work (SOW).



## IMPLEMENTATION

**Hardware Installation Service Onsite** Ensure your new hardware is installed correctly from the start—an HP-authorized service engineer will visit your site to get everything set up, configured, and securely running.

**Print Security Implementation Services** Ensure your print security plan is set up right from the outset—an experienced HP technical expert will visit your site to deploy new security settings, add security enhancements, and integrate security events with monitoring systems.

**Software and Accessories** Ensure your new software and accessories work like they should after initialization—an experienced HP engineer will visit your site to install applicable accessories, configure software, and enable seamless functionality going forward. (Security Manager and future HPAC)

**Device Connect** A technology platform for hosting approved HP software and capabilities, which are used by MPS delivery teams to enable remote device monitoring and remote management services. When combined with the people and processes of the Remote Management Centers, enables remote management and proactive service of MPS contract devices.

**DCA Software:** Server provided by customer and Data Collection Agent (DCA) installed by customer. Under this option, HP provides the DCA software and supports installation and configuration.

**DCA Virtual Machine:** Server hardware provided by customer; Virtual machine provided and installed by HP.

**DCA Server:** Server hardware provided and installed by HP.

## INTEGRATION

**Case Exchange** Get help before you have to call. We can set up a direct link between your ticketing system and HP support, so issues automatically feed to HP experts who can execute a fix right away or contact you for more information.





## MANAGEMENT OF CHANGE

### Management of Change

Get everyone on the same page and working toward a common goal of a new, smarter way to work. HP will create a plan to get your organization aligned, then manage everything it takes for a clear and efficient rollout, while mitigating risks and helping employees adjust.

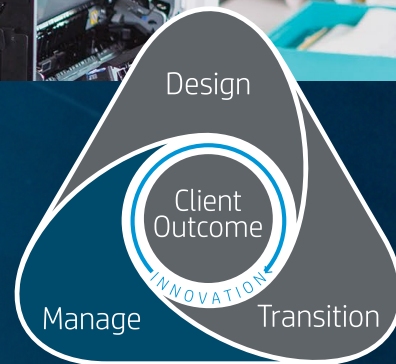
### End-user Education

Accelerate adoption of your new HP hardware, and help users understand how they can work smarter and more efficiently. HP can help people through the process, demonstrate potential productivity gains, and highlight the value of the changes you're making—every step of the way



## MANAGE PHASE

Get all the benefits of managed printing—without the work



## SUPPORT SERVICES

**Next Business Day Onsite Response (9x5)** Get a response to your support ticket and onsite visit to service your HP devices within the next business day or sooner—five days a week, within regular business hours.<sup>3</sup>

**Next Business Day Exchange (9x5)** Receive a replacement HP device overnight,<sup>3</sup> free of charge. Your new device is shipped to your business ready to go—all you do is unplug the old one, put it in the postage-paid box, and keep the new one.

**Next Business Day Onsite Exchange (9x5)** Get your replacement HP device installed and configured correctly from the start—an HP engineer will deliver it to your site, install it, and take the old one with them.

**4-Hour Onsite Response (9x5)** Get a response and onsite visit within four hours of your support ticket being received by HP to service your HP devices—five days a week, within regular business hours.

**4-Hour Onsite Response (13x5)** Get a late response—until 9 p.m. local time—and onsite visit within four hours of your support ticket being received by HP to service your HP devices—five days a week, in the U.S. only.

**6-Hour Call to Repair\*** Have your device repaired within six hours of your support ticket being received by HP—five days a week, within regular business hours, within Mexico only.

**Priority Phone Support** Bypass traditional support tiers and speak with HP’s highest level of technical experts—five days a week, 8 a.m. to 5 p.m. local time. Save time and avoid lengthy verification.

**24x7 Phone Support (Afterhours support)** Bypass traditional support tiers and speak with HP’s highest level of technical experts anytime you need it—24 hours a day, seven days a week.<sup>3</sup> Save time and avoid lengthy verification.

**Multivendor Services** Get a range of support options and capabilities for non-HP printers, multifunction printers (MFPs), copiers, and other devices that are part of your printing environment.

**Next Business Day Onsite Response (9x5):** Get a response to your support ticket and onsite visit within the next business day or sooner—five days a week, within regular business hours.

**4-Hour Onsite Response (9x5):** Get a response to your support ticket and an onsite visit within four hours—five days a week, within regular business hours.

\*Avail varies by region



## SUPPLIES MANAGEMENT

**Automated Supplies Management** Get automatic supplies ordering and delivery for devices in your MPS fleet that track HP brand and non-HP brand consumables. Use Remote Monitoring and automated ordering tools or manually order “on-demand supplies” through the HP Portal—either way you’ll never be without the supplies you need.

**Customer Supplies Ordering (Manual)** Get access to quickly order supplies by calling HP Priority Phone support or through the MPS Device Control Center.

**Multivendor Supplies** Get automatic supplies ordering and delivery for non-HP devices in your MPS fleet that track consumables, and order manually by calling HP Priority Phone support.

## PREVENTION MAINTENANCE

**Maintenance Kit Shipment Only** Have maintenance kits shipped to your site, so you can install them when it works for you.

**Maintenance Kit Replacement Service** Have an HP-authorized technician come to your site and install any maintenance kits you need, so your devices perform optimally.

## RELATIONSHIP MANAGEMENT

<b>Remote Account Administration (APJ only)</b>	HP will assign a single point of contact for the ongoing remote administration of activities required to maintain the fleet. This remote administration is automatically included when Remote Account Administration is selected, within APJ only.
<b>Ongoing Management</b>	HP will assign a single point of contact to manage your MPS contract, governance, and business relationship throughout the term of the statement of work.
<b>Multi-country Ongoing Governance</b>	Get a single point of contact for a consolidated view and measurement of ongoing operational activities across multiple countries as defined in the SOW.
<b>Business Management</b>	HP will assign a single point of contact to manage the governance and business relationship between HP and the customer throughout the term of this SOW.
<b>Multi-country Business Governance</b>	Get a single point of contact to coordinate the global customer service experience, governance, and business relationship end-to-end across multiple countries as defined in the SOW.
<b>Onsite Administrator (OSA)</b>	<p>Count on an HP-certified technician to work at your site and take care of everything in your printing and imaging environment. From supplies replenishment to fixing paper jams, they'll handle the day-to-day operations and help meet your needs.</p> <p><b>Level 1:</b> An HP-certified technician will make regular visits to your site to help you get the most out of your HP printing devices. From replacing supplies and replenishing your inventory to servicing the devices, assisting users and reporting their feedback to the Account Delivery Manager (ADM).</p> <p><b>Level 2:</b> Get all the benefits of Level 1 onsite administration plus optional end-user training, preliminary diagnostic for device problems and/or spare device replacement, and preventative maintenance of devices. Level 2 support also includes the use of web-based software to help you conveniently manage the fleet, submit trouble tickets for specific devices, and track your usage and activities.</p> <p><b>Level 3:</b> Get access to Level 1 and Level 2 onsite services, plus advanced monitoring and support of printer queues, device performance and problem resolution, and more. These capabilities are enabled through your IT infrastructure of servers and appliances, NT/Unix/Microsoft platforms, HP Web JetAdmin, and HP Digital Sending Software (DSS), and give you the greatest control of your printing environment.</p>
<b>Business Review Offering</b>	<p>Monitor and further optimize the impact HP Managed Print Services is having on your business. HP will set up regular, collaborative meetings with you to review cost vs. benefit analysis, as well as benchmarking, to help zero in on improvements. Through our Business Review services you will get insights, data trends, and HP analysis to make effective business decisions about your print environment. There are two flavors of Business Reviews, the Operational Business Review (OBR) and the Executive Strategic Business Review (ESBR).</p> <p><b>Operational Business Review:</b> As part of a periodic remote standard business review with your designated representative, HP will share a concise overview of your fleet, usage behavior and HP's SLA achievement. This is an opportunity to discuss fleet utilization, usage trends, review service incident analysis, and service level performance. HP will discuss the optimization potential resulting from the data analysis to jointly drive continuous improvements for your imaging and printing environment.</p> <p><b>Executive Strategic Business Review:</b> The service expands HP's Operational Business Review by providing an interactive platform, a consultancy service, and a framework for conducting strategic executive business discussions. This can lead to forward-looking, continuous improvements and alignment with any adaptations in your business strategy.</p>



## REMOTE MANAGEMENT

<b>Base Remote Services</b>	Free up IT time by letting HP remotely manage your firmware updates and configuration policies, using HP Remote Monitoring Services (RMS). Keep your devices secure, tuned, and running efficiently with updates that address bugs and deliver improvements.
	<b>Firmware Management Service:</b> Get seamless firmware tune-ups after your managed print services deployment. HP will remotely perform firmware updates on applicable devices to address software bugs, security patches, and performance improvements; continuous connection to the Data Collection Agent is required.
	<b>Device Configuration Management:</b> Find a quick path to re-establish settings after a technical fix or device replacement through HP remote support. You may use HP Priority Phone Support or email to contact HP for assistance with these changes; continuous connection to the Data Collection Agent is required for all applicable devices.
<b>Device Decommissioning</b>	Protect critical data and personal information by having the hard drives of your devices securely erased. An HP technician can remotely delete any stored print jobs before your old devices leave your site.
<b>Device Password Management</b>	Get help implementing new password control policies, keep passwords locked down, and help secure your printers.
<b>Proactive Diagnostic and Support for Hardware Malfunctions</b>	Reduce support calls and get devices up and running sooner by having an HP technician review errors, identify trends, and proactively intervene before potential issues arise.
<b>JetAdvantage Pull Print Solution Administration</b>	Easily manage user setup and access to your fleet of devices with HP remote operational support and the use of Pull Print Solution Administrator. A short list of supported tasks include software configuration, remote troubleshooting on software-related issues, print job access, and device settings for user access.
<b>JetAdvantage Software Solution Configuration Management</b>	Remotely re-configure JetAdvantage Software Solution and applicable device settings when a software solution needs to be uploaded and re-installed on a device
<b>Custom Remote Management Services</b>	Customize a plan that works best for your unique business requirements. We'll figure out a way to make it work, whether it's fine-tuning our management models or coming up with whole new ways to get it done.
<b>Print Security Governance and Compliance Service</b>	Avoid the burden of compliance management—count on HP's trained experts to monitor your company's device security, sustain protections, continually prove compliance, and avoid costly fines.

## SOFTWARE MAINTENANCE

**Software and Accessory Post-sales Support** Enjoy access to HP Software Support Service if you are unable to resolve software issues. The team provides remote problem diagnosis and support for issues related to software updates and maintenance. (Security Manager only)

**JetAdmin Premium Support Service** Ensure timely servicing of a Web JetAdmin issue if first-level HP technical support cannot resolve it. HP provides this premium support service using remote problem diagnosis and support and will resolve within two business days; onsite support is not available.





## CUSTOMER REPORTING AND BILLING

### Invoicing

Receive regular invoices, either monthly or quarterly, and get back-up reports with device billing details.

### Device Control Center (DCC)

Get ongoing visibility into the health and performance of your print environment so HP can help you improve and gain efficiencies. Automatically monitor what makes sense for your business to get utilization reports, track supplies levels, view orders, and place service requests.

## END OF TERM OPTIONS

### Asset Recovery Services: Pack and Ship

Get help returning or disposing your leased HP imaging and printing devices in a safe and environmentally conscious manner.

# WHY HP?

The right partner can make all the difference. HP's industry-leading technologies, tools, and processes enable organizations to thrive, no matter the industry, size, or location. Our holistic and modular approach to MPS helps you lower print infrastructure costs while advancing productivity, innovation, security, and sustainability. HP Managed Print Services delivers business outcomes that matter.



## GLOBAL SCALE

A global technology and services leader with service coverage in 170 countries



## FLEXIBILITY

Modular service offerings, HP and multivendor support, outsourcing flexibility, and billing options



## SECURITY

Credentialed security advisors and industry-leading solutions for device, data, and document security



## SUSTAINABILITY

An innovative leader and partner in advancing sustainability and corporate social responsibility goals

## GET STARTED

Contact your local HP representative to:

- Set up a workshop to assess your specific business needs.
- Establish a plan to implement the best solution for today and into the future.
- Identify an environmental approach that can help your organization save money.

### Learn more

[hp.com/go/mps](http://hp.com/go/mps)

<sup>1</sup> Source: ALL Associates Group, February 2018. For largest 5,000 Global Companies.

<sup>2</sup> Based on HP review of 2018 published security features of competitive in-class printers. Only HP offers a combination of security features that can monitor to detect and automatically stop an attack then self-validate software integrity in a reboot. For a list of printers, visit: [hp.com/go/PrintersThatProtect](http://hp.com/go/PrintersThatProtect). For more information, visit: [hp.com/go/printersecurityclaims](http://hp.com/go/printersecurityclaims).

<sup>3</sup> Travel zone and shipping restrictions apply. Country availability may vary. For more information, see [hp.com/go/mps](http://hp.com/go/mps).

<sup>4</sup> Data source ORC International, May 2017. Conducted 1,172 interviews in AMS, EMEA, and APJ across 12 dimensions of satisfaction.

<sup>5</sup> Quocirca, Managed Print Services Landscape 2017, July 2017.



## CUSTOMERS RATED HP

#1 in MPS for customer satisfaction<sup>4</sup>

#1 in MPS satisfaction for Account Team and Delivery Management<sup>5</sup>

#1 in MPS value<sup>5</sup>

#1 in MPS expertise, ease-of-use, and support request resolution<sup>5</sup>

