



Integrate HP MPS into your evolving vision for the workplace

HP Managed Print Services

The shift to a borderless workplace is an opportunity to not just reevaluate the office, but to reimagine the future of business. What you need is a solution oriented toward digital transformation that enables users to print and digitise information from anywhere on any device, without compromising the security of your organisation. A key component of digital transformation is the shift to the cloud, where you can create a flexible, agile enterprise capable of accelerated growth.

HP Managed Print Services (MPS) empowers cloud-determined businesses to transform at speed by helping to ensure information and data flow securely across teams, tasks, and workplaces.

As a recognised MPS market leader,¹ HP delivers much more than a comprehensive portfolio of services, software, hardware, and supplies. HP MPS is built on a strategic partnership to address your unique business needs. We'll work with you to harness the potential of the cloud while creating a print environment that's hardened against security threats for purposeful, intelligent, digital transformation.



Transform at the speed of business

Help ensure information and data flow securely across teams, tasks, and workplaces. HP MPS empowers cloud-determined businesses to create an environment where innovation thrives, ideas can be quickly scaled, and valuable opportunities never pass you by.



Grow with the cloud

Realise key business outcomes with cloud-based services and solutions. HP enables your digital transformation.

Our highly configurable MPS offering seamlessly integrates into your evolving vision for the cloud, minimises routine management time, empowers work-from-anywhere teams, and rapidly scales custom print solutions—enterprise-wide.



Security wherever work happens

Foster innovation in a secure environment. HP helps your organisation harden your print environment against security threats.

HP MPS teams are experts at securing device endpoints at organisations across the world. This resident knowledge makes us a trusted partner as you engineer an IT ecosystem that can enable an adaptive workplace.



Adaptive workplace solutions

Empower smarter, faster, more-connected teams with a consultative partnership to help you build a borderless workplace.

Easily provide remote workers with the devices that are right for them, along with automatic, just-in-time supplies delivery. HP MPS lets you manage your entire fleet of remote and onsite devices.



Advance your sustainability goals

Count on the planet's most comprehensive carbon neutral MPS offering.²

HP MPS helps deliver carbon neutral printing without disrupting your business. Optimise print usage and measure progress towards reducing emissions. Inspire teams and partners with your commitment to fighting climate change and supporting communities.



Return on innovation

Digital transformation drives business transformation through innovation, turning technology and data into a true competitive advantage.

Our secure, flexible MPS solution empowers agile, work-from-anywhere teams to move fast, grasp opportunities, and create value.



HP MPS delivers expertise you can count on

Our experience with a wide range of customers enables us to provide services for organisations of virtually any size—from large enterprises to the public sector to small and medium businesses. And we bring deep industry expertise that spans healthcare, financial services, education, manufacturing, government, retail, media and entertainment, and more.



HP MPS is a comprehensive approach—integrating services, software, hardware, and supplies to deliver a total solution



Services

Depend on HP as a trusted advisor to deliver services that increase operational efficiency, decrease cost, and allow you to focus on business outcomes. HP's professional services provides the expert consulting you need to optimise your print environment, improve print security, augment business intelligence, and more.



Software

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



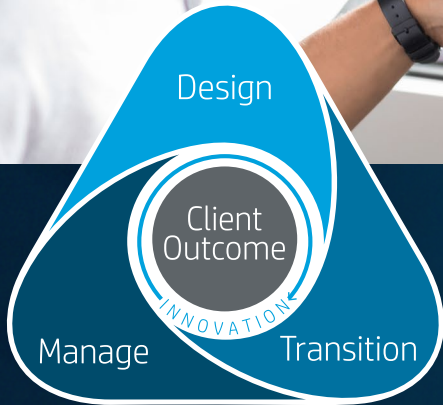
Hardware

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. 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.



HP offers a flexible 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 that is right for your business, whether customer led, shared, or HP led. With HP MPS, you can 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 right-sized service for your particular printing needs.

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 programme 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 portfolio of services, industry-best security,³ and smart devices can help deliver outcomes you need by continually analysing 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 and design

Discovery

HP experts review your printing and imaging environment against your business needs and goals. They evaluate your current environment remotely or onsite and recommend a plan for optimising it for the future.

Design

Get a custom plan for achieving your specific goals—we'll work collaboratively with key stakeholders to help create a plan that's right for your business. HP uses the collected Discovery Data to recommend a future state design as part of the MPS agreement. You can opt for one-to-one replacement of your devices or a full optimisation of your future state fleet.



Assessment

Print Security Advisory Service

Get help assessing your print security vulnerabilities and building a comprehensive print security policy that includes both office and remote workers. The policy is based on your unique business needs and industry best practices.

Print Security Advisory Retainer Service

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.

Managed Environment Assessment

Get a customised printing and imaging analysis that takes your entire organisation into account. Identify manual, paper-intensive processes and get insights into the documents that drive your business. Get recommendations for how HP devices, software, tools, and best practices can help improve how you work.

Hardware

HP Hardware

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.

Customer-owned Hardware (Installed base)

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.

Multivendor Hardware

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.

Asset Removal Service

Allow HP to safely and securely remove and dispose of any of your previously owned print devices that you no longer need, and which will not be included in your MPS fleet.

Financial

All-in-One Solution	Manage all your printing and imaging needs on a single contract—for hardware, services, supplies, and more.
Fleet Reduction Allowance	Prepare for the unexpected. Avoid penalties if you need to reduce devices throughout the term of your contract.
Client Fleet Acquisition (Sale and Lease back)	Optimise the value of the hardware you own and remove devices from your balance sheet by transferring management—and risk—to HP.

Contract

Base + Click	Pay a fixed base charge, plus pay for the pages you print.
Base + Supplies	Pay a fixed base charge, plus predictable cartridge pricing.
Cost per Page with Minimums	Pay only for the pages you print, with a minimum committed number of pages per month.
Custom Payment	Customise 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

Remote Deployment Management

Provides an HP remote transition project manager to schedule and coordinate implementation of new hardware, software, and services, and transition to ongoing fleet management. Onsite deployment resources based on business needs are also provided.

Remote Deployment Coordination

Provides a contact to remotely coordinate and provide guidance on implementation of new hardware, software, and services, and transition to ongoing fleet management. Onsite deployment resources based on business needs are also provided.

Onsite Deployment Management

Provides an HP transition project manager to schedule and coordinate implementation of new hardware, software, and services, and transition to ongoing fleet management. Onsite deployment resources based on business needs are also provided.



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 Accessory Installation	Ensure your new software and accessories work like they should after initialisation—an experienced HP engineer will visit your site to install applicable accessories, configure software, and enable seamless functionality going forward.
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 (Default)	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 by HP which supports installation and configuration.
DCA Server	Server hardware provided and configured by HP. Customer installs server in their network environment.
Cloud DCA	Hosted by HP. With this option, HP provides the DCA software and hosting infrastructure outside of the customer's network environment. Printers must be configured to communicate with the cloud DCA and must be associated with the customer in the HP systems.

Integration

Case Exchange Integration	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.
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Management of change

Management of Change

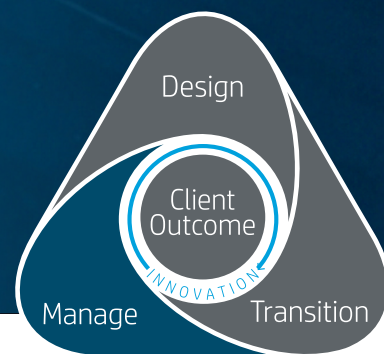
Get everyone on the same page and working toward a common goal of a new, smarter way to work. HP will create a plan to get your organisation aligned, then manage everything it takes for a clear and efficient rollout, while mitigating risks and helping employees adjust.

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. ⁴
Next Business Day Exchange (9x5)	Receive a replacement HP device overnight, ⁴ 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 Repair⁴	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 Technical Phone Support for Devices (After hours 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. ⁴ 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.
Onsite Administrative Service	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.
Level 1	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 Client Manager (CM).
Level 2	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.
Level 3	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.



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.

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.

Maintenance Kit Shipment Only

Have maintenance kits shipped to your site, so you can install them when it works for you.



Relationship management

Delivery Service Management

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. HP Delivery Service Management offers a highly-personalised method of optimising the efficiency and productivity of your imaging and printing environment. It addresses the day-to-day administration, management, support, and improvement of your printing environment to help maintain peak levels of availability and performance.

Strategic Business Review

Track and optimise the business impact of HP MPS. At regular intervals, our experts evaluate your business behaviour patterns, paper-intensive processes, and high-volume print documents. Using this information, we identify opportunities for further enhancing the performance of your print environment during collaborative meetings. You can also take advantage of the Value Management Office (VMO) service at any time. The VMO delivers insights, data trends, and HP analysis from an intuitive dashboard interface, helping you make effective business decisions about your print environment.

Remote worker support

Flexworker Service

Include remote workers and branch offices in your HP MPS contract. Provide the right devices with the right features and security, along with automatic supplies replenishment and proactive, remote management.

Sustainability

Carbon Neutral Printing

Covers carbon emissions from a customer's HP printing solution due to raw material extraction, manufacturing, transportation, use of HP printers, and Original HP supplies, and paper. Lifecycle assessments (LCA), verified by an independent third party to conform to ISO 14040 and ISO 14044, are used to understand the total carbon footprint for HP printing and imaging devices, paper, and supplies. Using this data, along with the information unique to each customer, we calculate the total carbon emissions for a customer's fleet. Third parties verify the programme and aid in the delivery of high-quality carbon offsets.²

Remote management

Base Remote Management	Free up IT time by letting HP remotely manage your firmware updates and configuration policies, using HP Remote Management Services (RMS). Keep your devices secure, tuned, and running efficiently with updates that address bugs and deliver improvements.
Firmware Management Service	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.
Device Configuration Management	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.

Optional Remote Management

Device Decommission	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.
Device Password Support & Management	Get help implementing new password control policies, help keep passwords secure and your printers locked down.
Proactive Diagnostic and Support for Hardware Malfunctions	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.
Remote Deployment Device Configuration	As part of HP Remote Management Service (RMS), this optional service remotely pushes all the device configuration templates and the software solution during the initial deployment of the device in alignment with the overall deployment plan. This is a one-time effort per device for newly installed devices.
Custom Remote Management Services	Customise 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.
Print Security Governance and Compliance Service	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.

Print Solutions Remote Services

Print Solution Administration	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.
Software Solution Device Configuration Management	HP remotely re-configures any software solutions and applicable device settings if a software solution is required to be uploaded and re-installed on a device. HP will ensure the device is added to the pull print software administration tool, and ensure the device is operating at maximum performance.
Proactive Support for Software	HP can proactively identify software failures and initiate troubleshooting without customer intervention.
License Management	HP can track licenses in use and trigger license ordering or renewal to avoid failures due to running out of licenses or licenses expiring.



Cloud infrastructure management

Managed Print Cloud Services

Transition to a flexible and modern print environment—fully managed by HP—that delivers a standard, configurable, and globally managed service for always-on printing. Allow HP to help you decrease your print operation costs, take advantage of top print expertise and management, and experience speed in technology deployment and innovation with Managed Print Cloud Services (MPCS).

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.

Web Jetadmin Premium Support Service

Ensure timely servicing of an HP 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.

End of term options

Asset Recovery Services: Pack and Ship

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

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 utilisation reports, track supplies levels, view orders, and place service requests.

Why HP?

HP takes a holistic approach to managing the latest printing and imaging tools, technologies, infrastructure, and processes that support your organisation to improve productivity, simplify management, and reduce costs for your entire end-user environment. HP offers end-to-end solutions and services, with PCs, printers, and more. We can help you identify and address your specific needs today and into the future. As a global leader, you can trust HP.



Awards for Healthcare, Education, Financial Services, Retail, Security, Mobility, Reliability, Sustainability, and MFP Accessibility⁷



#1 America's most responsible companies in 2020 and 2021⁵



#10 of world's 250 best-managed companies⁶



170 countries¹



1,000,000+ devices under contract¹



36+ years of experience¹



The planet's most comprehensive carbon neutral MPS offering²

Get started

Contact your local HP representative to:

- ☐ Set up a workshop to assess your specific organisational needs.
- ☐ Establish a plan to implement the best solution for today and into the future.
- ☐ Identify an environmental approach to align with your organisation's sustainability goals.

Learn more

hp.com/go/mps

¹ Based on HP internal data and research. HP does business in 170 countries, has over 1,000,000 devices under contract in the HP direct business, and has over 36 years experience in printing: hp.com/hpinfo/abouthp/histnfacts/museum/imagingprinting/0018/index.html.

² Based on results of third-party (WSP) research for HP of OEM MPS providers with carbon neutral offers as of June 2020. "Comprehensive" means the planet's only globally certified carbon neutral MPS service that covers lifecycle emissions due to raw material extraction; manufacturing; transportation; use of HP printers, Original HP supplies, and paper; and end of service.

³ "World's most secure printers" or "most resilient printers" claims include HP's most advanced embedded security features which are available on HP Enterprise and HP Managed devices with HP FutureSmart firmware 4.5 or above. The claim is based on HP review of 2019 published features of competitive in-class printers. Only HP offers a combination of security features to automatically detect, stop, and recover from attacks with a self-healing reboot, in alignment with NIST SP 800-193 guidelines for device cyber resiliency. For a list of compatible products, visit: hp.com/go/PrintersThatProtect.

⁴ Availability varies by region.

⁵ Newsweek, 2021, [newsweek.com/americas-most-responsible-companies-2021](https://www.newsweek.com/americas-most-responsible-companies-2021).

⁶ The Wall Street Journal, 2020, [wsj.com/articles/the-best-managed-companies-of-2020-and-how-they-got-there-11607785803](https://www.wsj.com/articles/the-best-managed-companies-of-2020-and-how-they-got-there-11607785803).

⁷ KeyPoint Intelligence, BLI PaceSetter 2017-2018, BLI PaceSetter 2018-2019, and BLI PaceSetter 2019-2020 (various awards also in printer, MFP, and scanner product categories). Complete reports at hp.com/go/analystscorner and keypointintelligence.com/news/awards/2019-2020/canon-hp-take-home-first-ever-bli-pacesetter-awards-for-leadership-in-mfp-accessibility.

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