



RFP GUIDE

5 Key Considerations for your Managed Print Services RFP

Organisations around the world have faced sudden, disruptive changes that have impacted the way their people work. In order to support hybrid working, organisations need location-agnostic collaboration and workflow solutions, such as a managed print ecosystem which extends across office, mobile and home-based workers.



Before submitting your next RFP, here are 5 considerations to have front-of-mind when choosing a managed print services (MPS) vendor who meets the needs of your organisation – today and for the future.

1

Does the MPS provider support both remote and office-based working?

Whether employees are working in the HQ office, branch offices or their own homes, you'll need to manage your organisation's printers from a central platform for visibility and support. Your MPS solution should therefore give your IT teams complete visibility over print expenses and usage, and help the IT team manage the billing of the entire fleet under a single contract.

The service should also enable work from home employees to set up their office printers in any location and automatically replenish printer cartridges when they run low, saving time usually spent on manual ordering and expense reports.



Why HP MPS?

[HP Flexworker Service](#), available under an HP MPS contract, gives at-home, satellite, or branch workers the print functionality they need with automatic supplies replenishment, while empowering IT to manage and oversee print expenses organisation-wide.



2

Does the MPS provider consider the wider security strategy of the organisation?

Printers are but one of the many office tools that your employees rely on. To protect your network against hackers, your MPS security should be as strong as the security strategy of the wider organisation.

Your MPS vendor should have factored in security considerations at the hardware, firmware, software, cloud-connections and even at the level of cartridges, whilst having a keen understanding of how your print environment sits within the IT infrastructure of the organisation.

Look for a technology provider that can provide you with expert security advice. If possible, pick one that can cover security considerations across your entire endpoint device estate, not just the printers.



Why HP MPS?

HP Secure MPS has **the industry's strongest print security protections**¹ and can manage your print security, from device hardening to deploying advanced security solutions that address people, processes and compliance requirements. HP was the only MPS vendor to pass all 3 levels of the [rigorous Buyers Lab \(BLI\) Security Validation Testing](#) and the first with a [Bug Bounty program](#). HP also has the industry's strongest print security protections.²

3

Is the MPS provider cloud-ready?

Workplaces of the future will need to be cloud-first. As your employees rely on increasingly sophisticated digital platforms, your hardware and software must follow suit.

Printers are at the intersection between physical, paper-based workflows and the digital world. Whether they are simple data-to-print devices or more complex machines with scan, digitise, copy, and/or fax functions, your print environment needs to be cloud-ready to move with other technologies.

To find out if the MPS vendor can provide a truly cloud-ready solution, ask if its printers are designed to function within a large enterprise endpoint environment based on cloud infrastructure, with cloud-connected workflow solutions to go alongside.



Why HP MPS?

Organisations today are accelerating their adoption of cloud-enabled technologies. [HP Managed Print Cloud Services](#) can partner with you on your cloud journey by integrating your multi-vendor print environment with cloud-based tools and workflows.

In addition, with [HP Workpath](#) you can simplify document-intensive workflows with a suite of apps that integrate with your print ecosystem, making document management and sharing easier for your teams.

4

Will the MPS provider help me achieve my sustainability goals?

With climate change top of mind, many organisations have now committed to environmental sustainability goals, and your vendor network is an important part of the sustainability agenda.

When it comes to your print services vendor, check if they are certified carbon neutral, whether it has been investing in socially conscious projects, and whether it actively monitors its sustainability impact. Consider how the vendor's commitments to sustainable and ethical practices aligns to those of your organisation.

More advanced print solutions can even help you print less. Using print fleet performance data and analytics, you'll be able to get actionable insight and take immediate steps to reduce your carbon footprint.



Why HP MPS?

HP's annual [Sustainable Impact Report](#) details the organisation's commitment to climate change. **The planet's most comprehensive carbon neutral MPS offering**², HP MPS is now certified as a CarbonNeutral® service to help your business sustainability goals. [Find out how.](#)



Why HP MPS?

HP MPS provides **Strategic Business Reviews (SBR)** to regularly and proactively track an organisation's progress on achieving its goals through a robust interactive tool.

The SBR offers collaboration and transparency between HP and the client of identified objectives, such as moving to the cloud, improving security, driving sustainability, or identifying digital transformation opportunities. These powerful industry-focused insights from HP experts, provide an insightful evaluation and optimisation of the print environment.

5

Will the MPS provider support me in developing an outcomes-based improvement roadmap for the future?

Your MPS provider should first aim to understand your business or organizational objectives and priorities before matching the services, solutions and hardware

to help achieve them. Better still if the MPS provider can extend the service to solve broader organization challenges, such as driving digital and hybrid workflows or integrating the computing systems with the printing environment for better visibility over the endpoint environment.

A proactive MPS provider should have regular strategic business reviews with key members of your organization such as IT decision makers, Chief Information Officers, and other relevant stakeholders. This ensures everyone is aligned on the priorities, roadmap plans, performance metrics and provides visibility to progressive results.

Start your RFP with an HP Representative today, or visit hp.com/go/mps.

¹ Includes device, data, and document security capabilities by leading managed print service providers. Based on HP review of 2019 publicly available information on service-level agreement offers, security services, security and management software, and device embedded security features of their competitive in-class printers. For more information, visit www.hp.com/go/MPSSecurityclaims or www.hp.com/go/mps.

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.