

# HP Managed Services



TOPIC OF INFLUENCE: HYBRID WORK



# Introduction

Today's organizations want a managed services partner who can look at their environment and processes and provide tangible business outcomes.

HP answers this need from both a print and compute perspective with HP Managed Print Services (MPS)—a comprehensive suite of hardware, software, and services delivered in a consultative engagement, and HP Device as a Service (HP DaaS)—to help optimize resources and maximize budgets. With global expertise, we leverage our experience and reach to provide customized and scalable imaging and printing solutions.

As your innovative and strategic partner, we are ready to work with you to create solutions that meet your unique needs and help position you at the forefront of your industry.

This brochure describes how HP is committed to providing the services, products, and solutions that help organizations accommodate changing trends and processes as hybrid work increasingly becomes the standard for businesses.

## What's your area of interest?

The Topics of Influence series covers the significant factors driving the agenda. In this brochure, discover how HP invests in the future to create long-term value for our clients.



Click the other topics of influence shown at right to learn more about each one.

### CLOUD

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Helping you drive your business with operational support enabled through HP's cloud-based services

### SECURITY

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Providing the latest security technologies and processes for the advanced management of devices, data, and documents

### CORPORATE RESPONSIBILITY

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Realizing the benefits of inclusion as a business value and discovering how HP employees contribute to communities around the world

### SUSTAINABILITY

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Providing the services, products, and solutions to help you optimize resource use and recycling

### FINANCIAL STRENGTH

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Investing our healthy profits in high-quality, innovative products and solutions to improve your business

### VISION

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Continually reinventing our company and our technologies so that industries, communities, and individuals can keep creating what matters most to them

### GLOBAL

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Harnessing technology internationally and optimizing its use to reduce operational costs

### WORKFLOW

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Working collaboratively to drive process efficiencies in document capture and digitization

# Current situation

## The workplace is changing rapidly

For many of us, work is no longer a place we go. Work happens wherever we have the means to connect and contribute—whether at home or in the office. As a result, today's integrated workplace is more and more complex to manage, both from a security and a day-to-day operations point of view.

## Mobility is central to that change

There can be little argument that business mobility is now the norm and that supporting worker mobility is a necessity. After implementing stop-gap fixes to support mobile workers, IT decision makers must now look to mindfully create—or recreate—hybrid environments that support an array of mobile devices.

# Challenges facing clients

IT administrators have many concerns around the security risks inherent in mobile devices. They are easily lost or stolen—and with them any of the corporate information to which they may grant access. For managed print, this offers organizations a specific challenge, as they want to be able to track who prints what when and link it back to the individual user profile.

The key for leaders is to find a cost-effective solution that satisfies both organization and end-user needs.

52%

Employees will WFH some or all the time, according to HR<sup>1</sup>

77%

ITDMs agree more remote work means more vulnerabilities<sup>2</sup>

# It's time to take action

Evolving strategic imperatives and a rapidly changing workplace means that organizations are re-evaluating how technology delivers business value and competitive advantage. Increased mobility means that organizations must enable a diverse and multi-generational workforce to operate efficiently in virtual teams where workers may be based in smart offices, home offices, or be on the move.



# HP's guiding vision

Regardless of your industry—education, financial services, government, healthcare, insurance, manufacturing, retail, technology, or transport—gaining control of your workplace environment and capitalizing on improved document-intensive processes allows you to invest in the future and exponentially increase productivity and profitability over time.

Key to this is also providing mobile printing solutions that are flexible and meet the demands of all workers. This is especially true in situations involving remote or traveling workers.



# HP Managed Services capabilities

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To be successful, your improvement journey benefits from a consultative partnership with a provider that can see and deliver on the big picture.

HP Managed Services offers a technology-based, results-oriented consultative approach. We recognize the importance of incremental and continuous improvements that allow you to respond to change. And we can help support your workplace requirements on a global basis, wherever you or your employees do business—corporate headquarters, branch offices, on the road, or at home.

Now, you can embrace the hybrid workplace, and help your people do more and focus on moving the business forward, wherever they are. As you remove friction from day-to-day workflows, you'll unlock the potential of data and automation and free up IT resources.

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

For personal systems, HP Device as a Service+ Hybrid<sup>3</sup> enables employees to work seamlessly and securely from anywhere. You can also streamline IT workflows and simplify IT sourcing with HP's most comprehensive suite of managed solutions and AI-powered insights.<sup>4</sup>

For print, HP offers HP Managed Print Services (MPS), a strategic partnership that helps organizations embrace a modern workplace. It offers the right hybrid work, digital workflow, cloud, security, and sustainability solutions to meet specific business objectives.

HP MPS helps ensure information and data flow securely across teams, tasks, and workplaces. You can trust us to help you create an environment where innovation thrives, ideas can be quickly scaled, and valuable opportunities never pass you by. HP empowers cloud-determined businesses to drive growth, reduce risk, and unleash productivity.

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## Bring people together

HP helps teams stay connected with devices that enable work from anywhere and solutions that break down barriers to information sharing.

### HP PRESENCE

- This suite of scalable, bundled options with hardware and services for meeting spaces of any size works with Zoom and Microsoft® Teams rooms
- Easily configured, deployed, and tested by IT teams

### HP INTELLIGENT WORKFLOWS SOFTWARE

- Removes barriers, allowing information to flow across the organization
- Users can easily design secure, custom workflows to suit their needs, by automating tedious tasks

### HP INTELLIGENT CAPTURE SOFTWARE

- Offers powerful data capture with easy integration into cloud workflows
- Serves as a single solution for extracting content from any physical or digital source using any device
- Lets you store and integrate information into existing workflows or build new workflow solutions

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## Enhance workforce productivity

Technology that helps your employees deliver their best, from anywhere.

### HP WORK FROM HOME<sup>5</sup>

- Suite of devices and solutions that makes it easier for employees to work from home, stay connected, and collaborate
- Comes in one easy-to-setup package designed for distributed workflows—makes life easy for IT and leadership teams

### HP WORKSTATIONS

- From data analysis and visualization to real-time rendering, 3D design, and animation—with high-performance workstation laptops, desktops, displays, and solutions that drive the heaviest professional workflows
- Complete hardware and software solution to power your remote workforce

### HP ENTERPRISE PRINTERS FOR HOME

- Help employees make the most of their home workspaces with space-conscious enterprise printers that perform on par with the full-size MFPs in your office
- Integrate seamlessly with SharePoint, Dropbox, and Google Drive to connect paper and digital workflows



## Ensure the security of your IT ecosystem

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Strengthen cyber resilience with the most comprehensive Zero Trust Security, no matter where work takes place.

### HP WOLF ENTERPRISE SECURITY<sup>6</sup>

- Deeply rooted in Zero Trust principles, HP Wolf Enterprise Security delivers layered security defenses that start at the hardware level and extend across software and services, providing extensive security from startup protection to ongoing detection
- Delivers modern authentication and access control, policy-based configuration, strong data protection, and toolsets that enable active monitoring with the ability to act upon anomalous activity in real time
- Enables smart, secure workflows that protect data and information both on and off the company network

### HP SECURE PRINT & INSIGHTS<sup>7</sup>

- Eliminates the need for IT to manage on-premise servers, print queues, and print drivers
- Simplifies your organization's print infrastructure with cloud-native architecture that supports Zero Trust and internet-only environments
- Makes fleet management easier for IT—comprehensive analytics track where and how print is produced
- Offers visibility into print costs and its environmental impact across the enterprise

## Stay nimble and agile

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Easily manage flexible work and distributed devices.

### HP EXPANDED-MPS

- Allows you to bring your remote locations—those without a direct HP MPS presence—into the fold with comprehensive fleetwide management and governance
- Helps align print policies and best practices across your fleet
- Offers a tailored contract with just the right options for your local office, based on your global standards, leveraging certified, in-country MPS partners

### HP FLEXWORKER SERVICE

- Includes remote workers and branch offices in your HP MPS contract
- Provides the right devices with the right features and security, along with automatic supplies replenishment, and proactive, remote management to keep users productive, and the help desk quiet.

### HP MANAGED PRINT CLOUD SERVICES (MPCS)

- Lets you deploy print applications and environment in remote locations within hours
- A global, managed service for secure, always-on printing that encompasses firmware, solutions, and servers
- Helps you develop a cloud template that can be designed once and deployed globally, so you can dynamically adapt and scale to meet the changing needs of your business



## ISS case study: HP's global MPS expertise in action

"Our challenge with suppliers is finding the capabilities and expertise to work in complex global environments. HP brings the solutions, experience, and reach we need to thrive worldwide."

- Henrik Trepka, Global CIO, ISS

Founded in Copenhagen, Denmark, in 1901, ISS is one of the world's largest facility services providers. It delivers a range of integrated facilities services including cleaning, property, catering, support, security, and facilities management to more than 200,000 customers. With ISS taking over these activities, customers can focus on their core businesses. To increase its own global business efficiency, ISS turned to HP for outsourced MPS.

### Objective

- Become the world's greatest service organization with continuous improvements toward simplicity, efficiency, and sustainability

### HP solution

- Equip 511,000 employees in 77 countries
- Innovate business-efficient office environments
- Simplify print and personal computer management
- Reduce print costs by a projected 30-35%

### Results

- Centralized strategy with global standards for MPS and computer devices simplifies operations and creates efficiencies
- HP MPS delivers global reach with local flexibility
- HP print assessment (and regular reporting) provides factual data to design optimal future state for print environment
- Safecom pull printing helps enhance security, reduce waste, and enable printing to any device
- HP Management of Change supports continuous improvement



## Our commitment

You can count on HP to help you implement a printing strategy that addresses mobility and workplace changes and that works for your organization. We know you need solutions that are easy to deploy and manage, and simple for users to adopt. With HP managed print solutions for mobility and the workplace, you will confidently enable printing with a secured solution and additional layers of reporting and control, without worrying about putting your business information or your network at risk.

HP is redefining mobility by enabling businesses to transform how work gets done. Users can enjoy the convenience of printing from their mobile devices to optimize productivity in and out of the office. Only HP has the purpose-built, end-to-end solution portfolio to give you a single source for your entire workplace and mobile strategy. HP can help mobilize your workflows and, by proxy, your organization.

## Why HP?



#1 of America's most responsible companies<sup>8</sup>



#12 of world's 250 best-managed companies<sup>9</sup>



170 countries<sup>10</sup>



38+ years of experience<sup>10</sup>



World's most secure printers<sup>6</sup>



1,000,000+ devices under contract<sup>10</sup>



HP WOLF SECURITY

HP's most advanced print security with layered protection and resiliency<sup>6</sup>

<sup>1</sup> HP Proprietary Research, 9/2020, n = 345 HR Leaders; US, UK, Australia [HR].

<sup>2</sup> HP Proprietary Research, 5/2020, n = 1070 ITDMs; US, Japan, UK [IT POV].

<sup>3</sup> HP DaaS+ Hybrid is available in USA, Switzerland, UK, Ireland, France, Germany, Spain, and Italy. HP DaaS requirements may vary by region or by Authorized HP DaaS Service Partner. Please contact your local HP Representative or Authorized DaaS Partner for specific details in your location. HP Services are governed by the applicable HP terms and conditions of service provided or indicated to customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service, or the HP Limited Warranty provided with your HP product.

<sup>4</sup> HP TechPulse is a telemetry and analytics platform that provides critical data around devices and applications and is not sold as a standalone service. HP TechPulse follows stringent GDPR privacy regulations and is ISO27001, ISO27701, ISO27017, and SOC2 Type2 certified for Information Security. Internet access with connection to TechPulse portal is required. For full system requirements, please visit [hpdaas.com/requirements](https://hpdaas.com/requirements). Nexthink is a telemetry and analytics platform that provides critical data around devices and applications and is not sold as a standalone service. Nexthink follows stringent GDPR privacy regulations and is ISO9001, 9001, 20000, 22301, 27001, 27017, 27018; SOC 1, 2 and 3 certified. Internet access with connection to TechPulse portal is required. For full system requirements, please visit the Nexthink system requirements ([docs.nexthink.com/Experience/latest/installation-and-configuration](https://docs.nexthink.com/Experience/latest/installation-and-configuration)).

<sup>5</sup> HP Services are sold separately. HP Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

<sup>6</sup> HP's most advanced embedded security features are available on HP Enterprise and HP Managed devices with HP FutureSmart firmware 4.5 or above. Claim based on HP review of 2021 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](https://hp.com/go/PrintersThatProtect). For more information, visit [hp.com/go/PrinterSecurityClaims](https://hp.com/go/PrinterSecurityClaims).

<sup>7</sup> HP Secure Print works with most network-connected printers and MFPs. On-device authentication requires HP FutureSmart firmware 4.8 or newer. Supported card readers include X3D03A (HP USB Universal Card Reader) and Y7C05A (HP HIP2 Keystroke Reader). Internet connection required for some functionality. HP Insights is a web-based application that requires Internet access. It is bundled with HP Secure Print and can also be purchased separately. For more information, [hp.com/go/secureprint](https://hp.com/go/secureprint).

<sup>8</sup> Newsweek, 2022, [newsweek.com/rankings/americas-most-responsible-companies-2023](https://www.newsweek.com/rankings/americas-most-responsible-companies-2023).

<sup>9</sup> The Wall Street Journal, 2022, [wsj.com/articles/best-managed-companies-2022-11670621928](https://www.wsj.com/articles/best-managed-companies-2022-11670621928).

<sup>10</sup> 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 38 years of experience in printing: [hp.com/hpinfo/abouthp/histnfacts/museum/imagingprinting/0018/index.html](https://hp.com/hpinfo/abouthp/histnfacts/museum/imagingprinting/0018/index.html).

