

Brochure



# Drive business transformation

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HP Managed Print Services



As your business transforms, HP Managed Print Services (MPS) is your trusted global partner. Let HP help you grow with the cloud, provide adaptive workplace solutions, and unlock return on innovation.

# Integrate HP MPS into your evolving vision for the workplace

The disruption of the workplace is an opportunity to reimagine the future of your business. In fact, in response to upheaval on nearly every front, many businesses are rethinking their IT strategies and accelerating their digital transformation plans.

HP Managed Print Services enables users to print and digitise information from virtually 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 business environment capable of accelerated growth.

As a global technology and services provider, HP is acutely aware of your printing and imaging requirements and the potential to transform your business into an adaptive workplace built for the future.

With a portfolio of devices optimised for the way people work today, you can rely on HP to match the right device to the right user. And with the planet's most comprehensive carbon neutral MPS offering,<sup>1</sup> HP can help you meet your sustainability goals without disrupting your business.

Where work happens has changed. What hasn't changed is the need for business to move forward. HP is here to help.

“Most providers can fix hardware; very few can enable us to run our business. HP capabilities are essential to succeeding in any Managed Print outsourcing services.”

Abby Hossein, Chief Technology Officer, Mercury Insurance Group



# HP MPS is a total solution

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

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. We bring deep industry expertise that spans healthcare, financial services, education, manufacturing, government, retail, media and entertainment, and more.



## 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.



# 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.



HP WOLF SECURITY

## Securely transform your workflows

Hybrid work creates more targets for increasingly sophisticated cyber-attacks. Fiercely defend your network with layers of cyber-resilience atop the HP's most secure printers.<sup>2</sup>

Let credentialed HP cybersecurity professionals take the burden off IT with services designed for the changing needs of work—wherever it happens. HP Wolf Security experts can help you make a plan or handle it all for you.



## Hybrid 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.<sup>1</sup>

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.



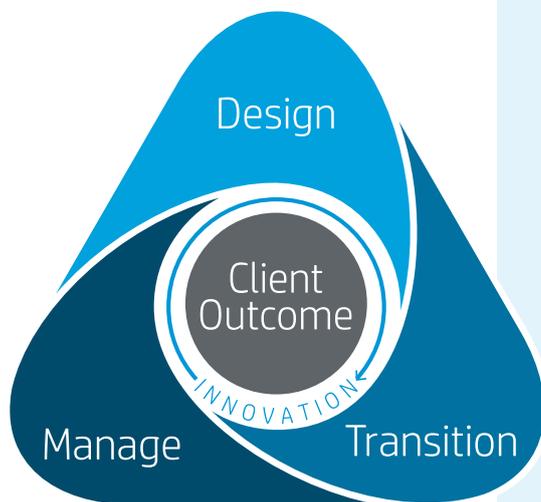
# HP Managed Print Services—tailored to your business

It all starts with you. Your business objectives drive everything we do. Our consultative approach helps establish a service level agreement (SLA) that is aligned to your needs. We'll help implement an environment that delivers results today and work to continually optimise outcomes for the future.

Underpinned by the industry services framework of ITIL (IT Infrastructure Library) and PMP (Project Management Principles), HP provides strategic guidance to help organisations improve and evolve their print environment. With over 37 years of experience and leadership in the printing market, the industry's strongest, most comprehensive printer

security,<sup>2</sup> and our unique combination of people, processes, and innovative tools, we have the expertise to cover all aspects of your global imaging and printing environment.

HP's comprehensive approach to MPS is delivered through flexible, modular service offerings that are organised into three stages: Design, Transition, and Manage. We allow you to select the level of involvement that's right for you—you can manage key components of MPS in-house, outsource some areas completely to HP, and take a co-management approach in other areas—whatever works best with your budget and resources.



## Design

Get a blueprint for building the outcomes you want, based on your business. We can assess, consult, and design services to achieve your optimum future state.

- Discovery and design
- Assessment services
- Hardware procurement
- Finance and billing options

## Transition

Implement your new environment and manage change with minimal disruption, thanks to professional project management, installation, and training services.

- Implementation
- Integration
- Management of change
- Management of risk

## Manage

Drive innovation while helping to maximise ROI, availability, and end-user satisfaction with day-to-day operational and management services.

- Client management
- Support services
- Supplies management
- Security services
- Remote management services
- Cloud infrastructure management
- Remote worker support
- Carbon neutral printing

And the engagement never stops. We continuously design, transition, and manage as your needs change over time.

# 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 Accessibility<sup>6</sup>



#1 of America's most responsible companies<sup>3</sup>



#11 of world's 250 best-managed companies<sup>5</sup>



170 countries<sup>4</sup>



1,000,000+ devices under contract<sup>4</sup>



37+ years of experience<sup>4</sup>



The planet's most comprehensive carbon neutral MPS offering<sup>1</sup>



HP WOLF SECURITY

HP's most advanced print security with layered protection and resiliency<sup>2</sup>



Count on the HP's most secure printers<sup>2</sup>

## 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.

<sup>1</sup> 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.

<sup>2</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>3</sup> Newsweek, 2021, [newsweek.com/americas-most-responsible-companies-2021](https://www.newsweek.com/americas-most-responsible-companies-2021).

<sup>4</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 36 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).

<sup>5</sup> 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).

<sup>6</sup> 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](https://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](https://keypointintelligence.com/news/awards/2019-2020/canon-hp-take-home-first-ever-bli-pacesetter-awards-for-leadership-in-mfp-accessibility).

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