

# 5 Key Considerations for your Managed Print Services RFP

Organizations around the world have adjusted the way they work, resulting in a reassessment of their business needs. In order to support hybrid working, organizations 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 vendor who meets the needs of your organization – today, and for the future.

## 1 Does the Managed Print Services provider support both remote and office-based working?

Whether your employees are working in the HQ office, branch offices or their own homes, you'll need to manage your organization's printers from a central platform for visibility and support. Your Managed Print Services 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 Managed Print Services?

HP Flexworker Service, available under an HP Managed Print Services 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 organization-wide.



## 2 Does the Managed Print Services provider consider the wider security strategy of the organization?

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

Your Managed Print Services 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 organization.

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.

## 3 Is the Managed Print Services 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, digitize, copy, and/or fax functions, your print environment needs to be cloud-ready to move with other technologies.

To find out if the Managed Print Services 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 Managed Print Services?

HP Secure Managed Print Services has the industry's strongest print security protections<sup>1</sup> 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<sup>3</sup> levels of the rigorous Buyers Lab (BLI) Security Validation Testing and the first with a Bug Bounty program.



### Why HP Managed Print Services?

Organizations 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 Managed Print Services provider help me achieve my sustainability goals?

With climate change top-of-mind, many organizations 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 align with those of your organization.

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.

# 5 Will the Managed Print Services provider support me in developing an outcome-based improvement roadmap for the future?

Your Managed Print Services 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 Managed Print Services provider can extend the service to solve broader organizational 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 Managed Print Services 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.



## Why HP Managed Print Services ?

HP's annual [Sustainable Impact Report](#) details the organization's commitment to climate change. HP MPS provides the tools and insights needed to help you measure progress towards your sustainability goals. [Find out how.](#)



## Why HP Managed Print Services ?

HP MPS provides [Strategic Business Reviews \(SBR\)](#) to regularly and proactively track an organization'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 optimization of the print environment.

Start your RFP with an HP Representative today, or visit [hp.com/go/mps](https://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](https://www.hp.com/go/MPSsecurityclaims) or [www.hp.com/go/mps](https://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.

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