

RFP Guide to Managed Print Services



Whether you're looking to appoint a Managed Print Services (MPS) provider for the first time or reviewing your existing MPS contract, you'll find this RFP Guide a useful resource document in providing the key criteria for your evaluation. Created to help you select the best MPS provider who can support your distributed workforce and hybrid working, this guide helps you ask the right questions for achieving your desired outcomes.

HP helps deliver business outcomes by empowering your distributed workforce to securely digitize documents and workflows. What's more, as a technology leader dedicated to combating climate change, HP also helps you meet your sustainability goals without disrupting your business.



Is your MPS vendor a technology leader that can support your hybrid workforce?

Wherever your employees work from, you'll need to manage your organization's printers from a central platform for visibility and support.



Does the MPS solution offer your IT teams full visibility of print expenses and usage?



Will it let you manage your entire fleet's billing under one contract?



Does it allow remote employees to set up their office printers in any location and automatically replenish printer cartridges, so they don't need to spend time on manual ordering and expense reports?

HP MPS with Flexworker Service

Available within your HP Managed Print Services contract, this service empowers your distributed workforce with seamless printing, scanning, and digitization. It also facilitates easy management and optimization of your entire fleet of remote and onsite devices, taking the burden from your IT teams.

- Enterprise-grade print experience for home, satellite, or branch office workers
- Centralized management, insights, and billing for your entire fleet of printers
- Automatic supplies replenishment and next-business-day service for your distributed workforce
- HP Wolf Security makes it easy to remotely deploy, monitor, and manage security policies

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Does your MPS provider consider your wider security strategy?

To safeguard your network from hackers, your MPS security needs to be as robust as the security strategy of the organization as a whole. In assessing your next MPS provider, it's important to look for:

- Credentialed security expertise for a hybrid work world
- Cloud-based systems that cover both on and off-premise
- A Zero-Trust approach for hardened endpoint protection

Your MPS provider needs to consider security across your entire endpoint ecosystem, including, but not exclusively, printers.



HP Wolf Enterprise Security

HP's most advanced print security with layered protection and resiliency.

- Reduce attack surfaces with robust, hardware-enforced endpoint protection
- Remote recovery from firmware attacks, in-memory breach detection, and threat containment via isolation
- Advisory services by HP certified cybersecurity experts that assess, plan, and implement security strategies
- Maintain control and flexibility through cloud security innovations with Managed Print Cloud Services

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Why HP MPS

- The only MPS provider to pass all three levels of the rigorous Buyers Lab (BLI) Security Validation Testing
- HP is also the first MPS provider with a Bug Bounty program
- HP was named a global leader in the print security market*

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* Quocirca Global Print Security Landscape 2022 Report

Is your MPS provider helping you achieve your sustainability goals?

It's important to understand whether and how the provider you are working with is aligned to your organization's sustainability goals. A great first step would be to check if it is Carbon Neutral certified.

 Does it invest in socially conscious projects—and actively monitor its sustainability impact?

 Do its commitments to sustainable and ethical practices align with those of your organization?

HP Sustainability

- With a demonstrated commitment to reducing the environmental impact of printing with the planet's first comprehensive carbon neutral certified MPS**, HP offers innovative solutions and services that help build sustainability into the core of your business
- HP's sustainability protocol covers the lifecycle emissions of everything from HP printers and Original HP supplies to paper because of raw material extraction, manufacturing, transportation, use, and end of service

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HP MPS

- As an HP MPS customer, you can rest assured that your HP printing solution is Carbon Neutral® certified—and that it will help your organization reduce and offset the environmental impact
- Measure sustainability progress and unlock optimization opportunities with the HP Sustainable Impact Reporting and Analytics (SIRA) platform
- Get actionable insight into how you can take immediate steps towards lowering your carbon emissions

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** 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



Does your MPS strategy include migrating to the cloud?

Offering the three-fold advantage of scalability, reduced IT burden, and agility, the cloud is now the lynchpin of rapid digital transformation for many organizations. With a comprehensive transition of print to the cloud, your organization can:

- Automate manual processes and design work around the worker, not the workplace
- Access new technologies and future proof your IT environment
- Minimize downtime and service calls by optimizing upgrade strategies and monitoring infrastructure and security.

HP Managed Print Cloud Services

Securely elevate your print ecosystem to the cloud with a fully managed experience for a distributed workforce.

- Delivers secure provisioning and end-to-end print service through the cloud
- Provides all the printing components through a tested IT stack and deploys a best-fit cloud environment
- Includes all required virtual servers, storage, networking, software, and solutions
- Helps your organization achieve its sustainability goals by shrinking its carbon footprint

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Do they offer integrated, customizable workflow solutions?

In a flexible work world, IT faces many challenges: A growing fleet of devices to maintain. Productivity bottlenecks created by document-intensive workflows. And potential security gaps because of limited visibility into what employees are doing,

To help your distributed workforce deliver their best, you need solutions that:

- Are easy to use, simple to manage, and enable many styles of hybrid work
- Enable consistent employee experiences wherever and whenever they work
- Feature centralized dashboards, supplies provisioning, and customized security configurations that help unburden IT

HP Workpath Apps

Simplifies document-intensive workflows with a customized print and scan solution that transforms your HP LaserJet multifunction printers into a platform for continuous innovation.

- Eliminates unnecessary steps during handling of each document by enabling users to work directly in the MFP touchscreen interface
- Allows scans to be securely transferred from the MFP to the third-party repository—no exposing of sensitive data in emails and hard drives

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HP Intelligent Capture

- Powerful data capture with easy integration into cloud workflows
- Single solution for extracting content from any physical or digital source using any device
- Instant data classification and routing via the cloud
- Allows storing and integration of information into existing workflows or building of new workflow solutions

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HP Intelligent Workflows

Empowers your entire workforce with cloud-ready, intelligent, automated workflow and document management solutions.

- Distributed workteams can collaborate effectively and efficiently using digital workflows, regardless of geography or timezone
- Makes content accessible from anywhere, lets users easily design secure custom workflows to suit their needs
- Streamlines operational processes quickly to automate tedious tasks, saving time for both IT teams and end-users

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Will the MPS vendor deliver insights that drive business outcomes?



Has your MPS provider understood your business or organizational objectives before matching the services and solutions to help achieve them?



Is it offering you the right strategic guidance?



Can its services be extended to solve broader challenges, such as driving digital and hybrid workflows, or improving visibility over the endpoint environment?

A proactive MPS provider should have regular strategic business reviews with key decision-makers and stakeholders. This ensures that all parties are aligned on the priorities, roadmap plans, and performance metrics, and it provides visibility to progressive results.

HP Strategic Business Reviews

A dedicated service that helps you and your team anticipate, track, and optimize the business impact of HP MPS.


- Delivers insightful evaluation of your print environment prepared by a blended team of Value Consultants and HP MPS experts
- Offers a collaborative process to identify and accelerate cost savings with shared industry benchmarks
- Utilizes a robust interactive platform to track and report on actual value realized and what-if scenarios
- Provides continual measurement and visibility towards your organizations business objectives

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Compact, enterprise-grade printers for hybrid work

No matter where your employees are working, you need to deliver a seamless printing and scanning experience. A cloud-ready print environment helps ensure that your employees can:

 Set up their office printers in any location and receive supplies just-in-time replenishment

 Print and digitize information from virtually anywhere on any device

 Stay productive from anywhere without compromising the security of your organization

HP LaserJet Enterprise 400 Series^{***}

Compact printers that deliver office-grade printing at home, seamlessly integrate with SharePoint®, Dropbox™, and Google Drive™ to connect paper and digital workflows, and help to conserve energy, paper, and work space as well.

- Delivers fleet-wide printer control and management
- Features print security capable of self-healing
- Eases IT workloads with firmware that can be upgraded on schedule
- For IT departments and personnel, remote management eases the burden of a distributed fleet

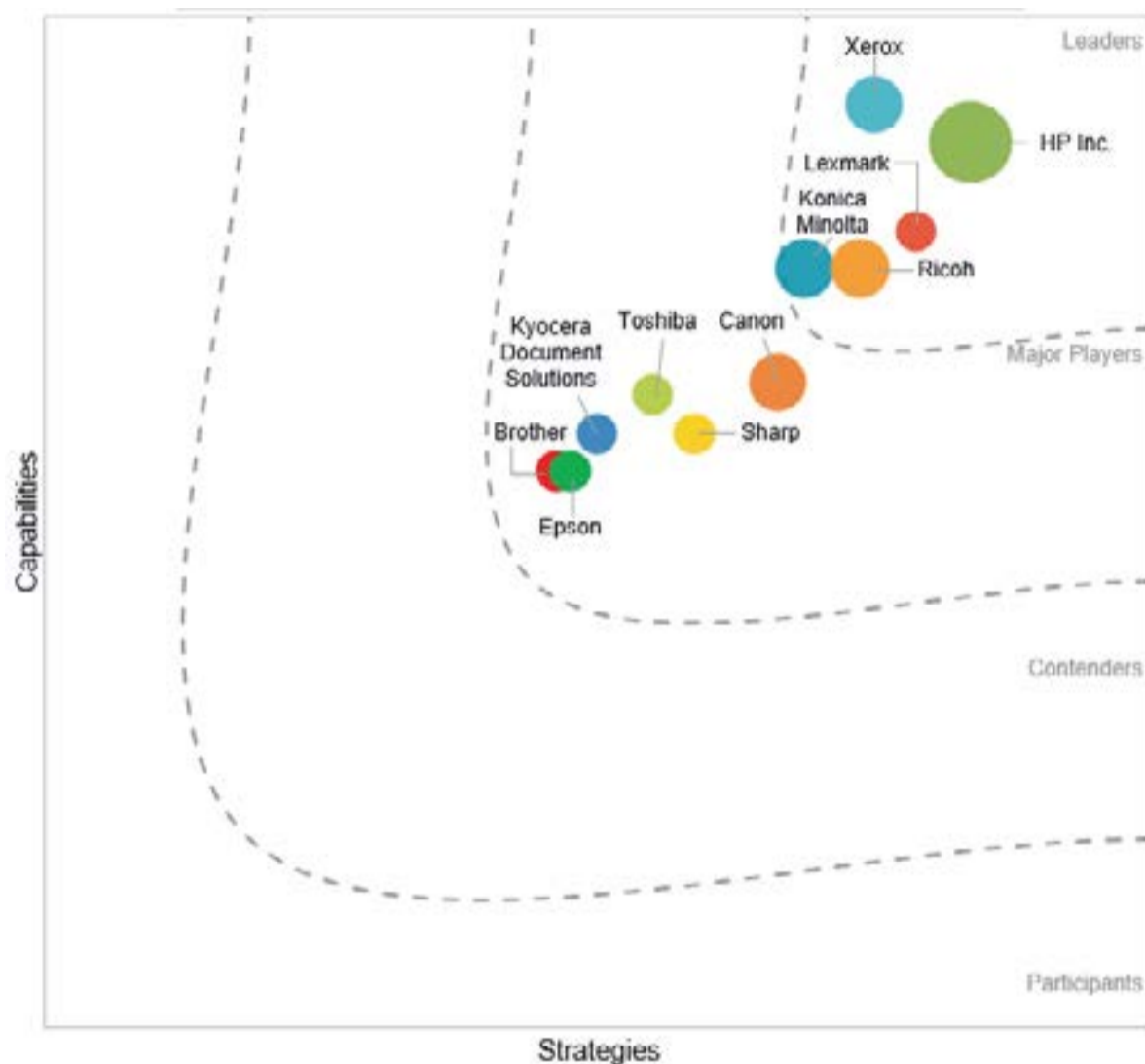
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Expertise you can trust

As a Leader in the IDC MarketScape for Print in the Distributed Workforce, we're helping organizations like yours embrace new ways of working with confidence. Our team of experts can help integrate print into your hybrid work strategy, elevating the impact of your IT resources while also providing the data you need to optimize and streamline both print and digital workflows.

IDC MarketScape Worldwide Print in the Distributed Workforce, 2022 [^]



IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of ICT suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market. The Capabilities score measures vendor product, go-to-market and business execution in the short-term. The Strategy score measures alignment of vendor strategies with customer requirements in a 3-5-year timeframe. Vendor market share is represented by the size of the icons.

[^] IDC MarketScape: Worldwide Print in the Distributed Workforce 2022 Vendor Assessment, June 2022

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