Information management

HP Managed Enterprise Solutions for Transportation and Logistics

Table of contents

Logistics industry value chain

Traditionally, transportation and logistics companies face a number of challenges related to paper and information flow. There are exceedingly large volumes of documents needed in order to complete a process from the initial order to the final delivery of the goods. Logistics companies have struggled with paper-intensive processes that require heavy administrative overhead, resulting in labor intensive and error-prone processes, often lacking the level of security demanded by government compliancy mandates.

There are many documents involved in key logistics functions such as procurement, inventory management, transportation, and warehousing. Whether they are invoices, packing lists/slips/ sheets (manifests), pick tickets, forms/reports of many types (e.g., MSDS, damaged goods, returned goods, detailed/summary, etc.), import/export, delivery, bill of lading (BOL), etc., the documents in this paper-intensive industry come from a variety of sources. At each step, the information is stored in a computer-based system, yet not all of a physical document's movement can be eliminated. The source types are spread across a variety of systems and entities including suppliers, customers, carriers, and third-party logistics (3PL) causing increased complexity and dependencies upon ineffective processes.

Typical document-intensive workflows addressed in trade and logistics are:

• Customs brokerage.
• Shipment processing.
• Freight pay/audit document process.
• Shipping documentation.
• Import document communications.

Capturing these critical documents quickly at their source reduces the processing time typically required when waiting for the paper documents to be sent, reduces mailing costs and eliminates errors caused by manual data entry.

Figure 1. Logistics industry value chain
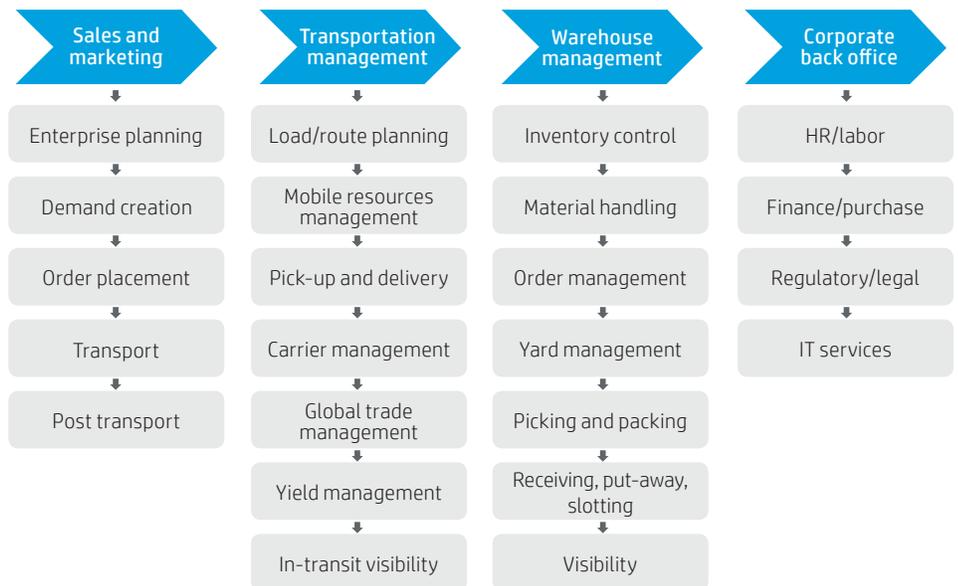
This document highlights the challenges faced by logistics and transport organizations and HP's capabilities to help streamline workflow, cut costs, and improve efficiency.

HP solutions for sales and marketing

Transport

As today's businesses are truly global, the importance and volume of information increases when crossing international borders, thus requiring a larger number of documents and increasing compliance challenges for transportation and logistics companies.

Trade barrier reduction and trade policy liberalization among countries reduces some of the obstacles to the movement of freight across borders and helps increase the value and volume of trade. This definitely affects the movement and flow of traffic on the transportation networks resulting in the need for organizations to operate faster, become more effective, and improve the level of security.

Merchandise trade information is often collected at the port of entry or exit in the form of paper documents. The acquisition of reliable data on the domestic origin and destination of international trade is often an issue. Reporting errors can occur, as intermediaries (e.g., freight forwarders or logistics providers) often complete the documentation for a particular shipment, and may not know the physical flow and geography of the goods.

Why HP for transport?

HP provides hardware capabilities and software solutions components to capture any contractual documents, legal information, authority forms, or any other transport-related information. HP JetAdvantage workflow and security solutions convert it into intelligent data that will significantly help transportation and logistics companies consolidate and report the needed information in an effective, secure, and reliable way.
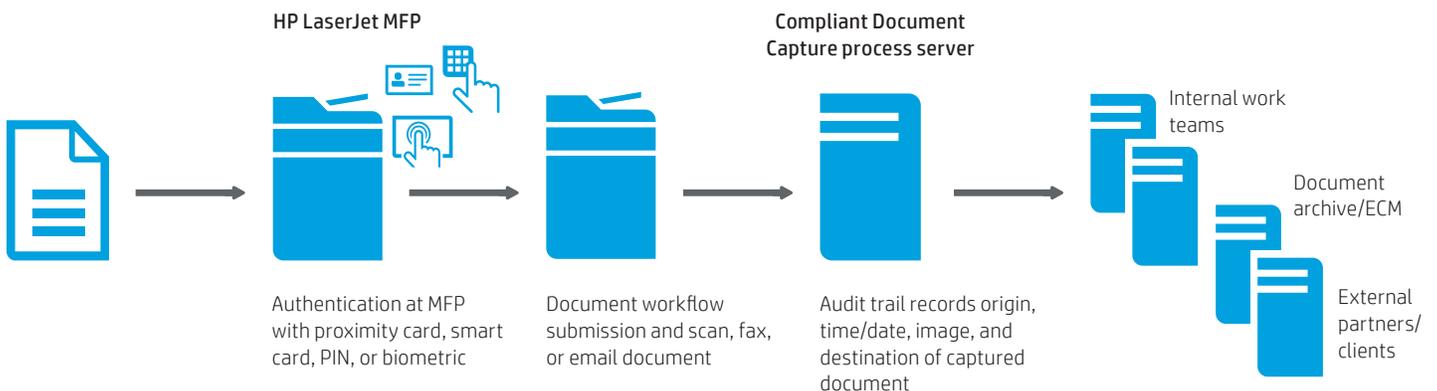
HP Compliant Document Capture solution is a cost-effective way to digitize information so customers can find and retrieve documents faster than ever before. The HP Capture and Route solution enables users to easily convert paper documents into a variety of digital formats making it one-button simple to route information where it is needed in a secure and compliant manner.

The HP solution addresses the challenge of balancing the priorities of maintaining a strong compliance posture while reducing operational costs and increasing productivity. It brings together devices, software, and services to provide a complete solution for capturing, tracking, and archiving all documents and business correspondence complying with business standards and regulations.

Learn more
hp.com/go/captureandroute

Figure 2. HP Compliant Document Capture Solution

HP LaserJet MFP

Compliant Document Capture process server

Authentication at MFP with proximity card, smart card, PIN, or biometric

Document workflow submission and scan, fax, or email document

Audit trail records origin, time/date, image, and destination of captured document

Internal work teams

Document archive/ECM

External partners/ clients

In addition, HP makes it easy for transportation and logistics organizations to deliver business-critical transport documents from virtually any business application to nearly any destination reliably and efficiently. Bill of lading, shipping and transports documents, and customs and borders protection documents must be ready when the truck or container is ready to leave the dock.

Analysts estimate that 2–12% of revenue is spent on producing paper-based information. Yet output management is often overlooked when developing critical open systems applications. From delayed shipping manifests to missing regulatory documents, failed output delivery results in unnecessary costs.

In logistics or transportation, a fragmented output environment is a barrier to updating or introducing innovative processes. It impedes information movement and slows down processes. Simplifying that environment and implementing effective system-wide management and control helps prepare the organization to deal with whatever business requirements arise in the future. HP provides solutions for assured output and delivery of information.

Figure 3. HP improved environment with output management solutions BEFORE and AFTER state

Typical output environment   HP improved environment
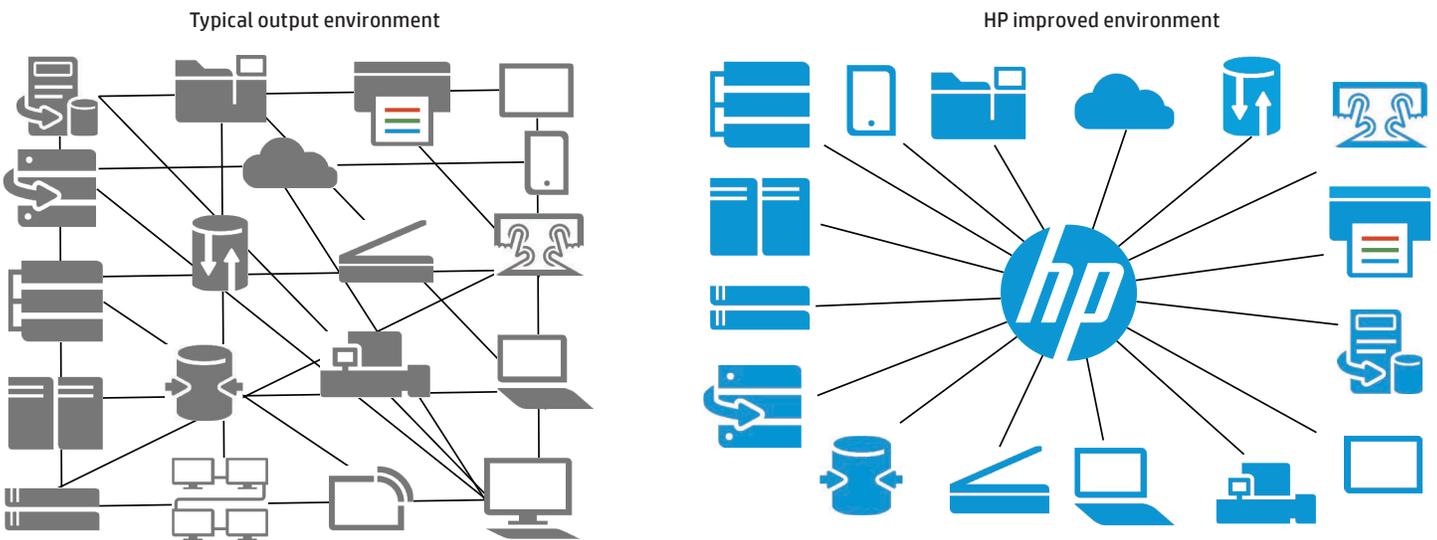
Post transport

Transportation and logistics companies need to deal with evolving and mixed volume growth. Declining world trade and deteriorating economic conditions significantly impact the load factor and cause strong decline in freight volumes. Simultaneously however, customer expectations and service levels grew significantly over the past years, forcing companies to adapt to market demand faster and putting their time-to-market response capabilities at stake.

In such volatile economic conditions, it is essential for transportation and logistics companies to be able to answer and support their customer inquiries in the fastest and most efficient way in order to keep the satisfaction at its highest level and remove any inefficiency.

Similarly, when it comes to claims, you share one important goal with your customers: a fast and fair resolution. The receipt and processing of returns often requires more manual work than necessary. When the process becomes too manual, wastes paper, time, and floor space, it is clearly too costly and inefficient for large organizations.

When it comes to attracting new and retaining existing customers, personalized bills and statements, personalized customer communications, personalized reports generation, personalized trans-promotional offers, and contracts adaptation/evolution based on statements will bring significant competitive advantage and differentiation to transportation and logistics organizations.
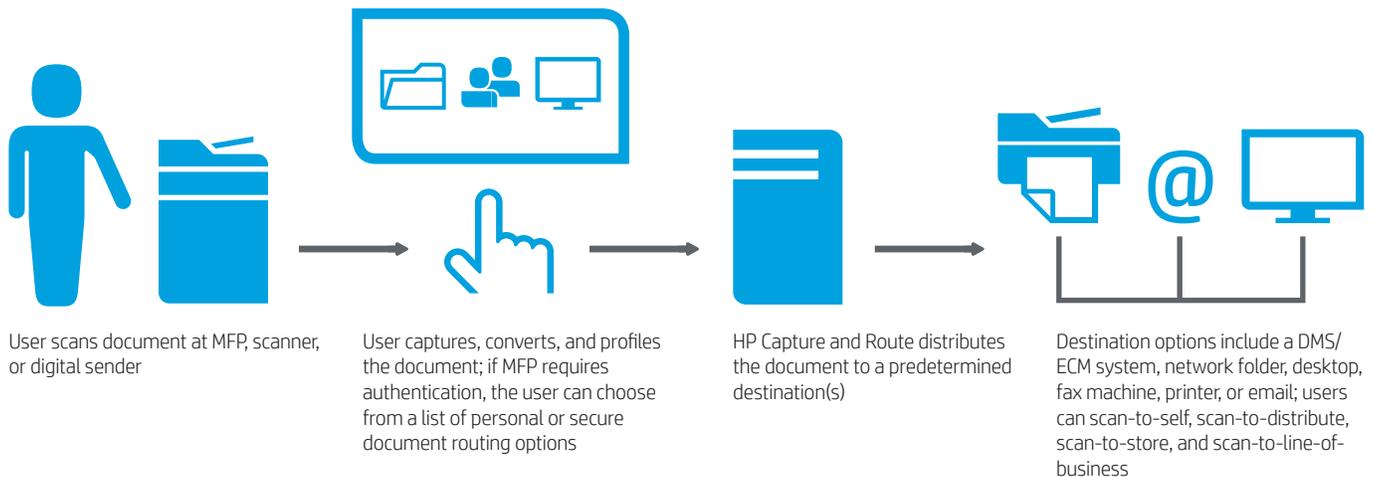
Why HP for post transport?

Distribution centers equipped with HP hardware and software document solutions for creating, printing, capturing, and routing documents will be accelerating their reverse logistics processes, while reducing printing and decreasing overall cost.

For claims management or returned goods in the transportation industry, HP Capture and Route Solution is a cost-effective way to digitize information, automate, and accelerate the flow of claims forms, correspondence, and support documents instead of a client using cumbersome manual methods or following labor-intensive processes.

- Document capture: Capture and digitize your paper documents and store them in a document and records management system for immediate access.
- Document creation: Automatically create consistent and customized documents such as polices, marketing materials, billing statements, invoices, compliant claims correspondence, and more.
- Document and records management: Integration with popular document and records management platforms. These components enable virtual business document folders so staff and key applications can access claims documentation immediately, from anywhere in the world.
- Output management: Deliver the appropriate document to any output device or application. Built-in tracking and control enhance security and compliance.

Figure 4. HP Capture and Route Solution

| User scans document at MFP, scanner, or digital sender | User captures, converts, and profiles the document; if MFP requires authentication, the user can choose from a list of personal or secure document routing options | HP Capture and Route distributes the document to a predetermined destination(s) | Destination options include a DMS/ECM system, network folder, desktop, fax machine, printer, or email; users can scan-to-self, scan-to-distribute, scan-to-store, and scan-to-line-of-business |

Bills and statements—common customer touch-points—are often confusing and impersonal, leaving customers unimpressed and less than satisfied. Customer communications management (CCM) solutions enable personalized post transport billing and customer communications and provides a host of capabilities to dynamically access data and content from multiple sources to create targeted customer communications and deliver them to virtually any print or electronic channel.

Figure 5. Customer communications management solution

Grow
• Targeted offers and prom
• TransPromo messages
• Loyalty programs

Service
• Statements
• Bills and invoices
• Notices and renewals
• Personalized newsletters

Attract
• Marketing campaigns
• Targeted direct mail
• Quotes and proposals

Acquire
• Welcome kits and ID cards
• Enrollments
• Account openings
• Policies and contracts

With CCM solutions, you can grow your business by making every customer touch point more profitable while increasing operational efficiencies.

HP solutions for transportation management

Mobile resources management
Constant efforts towards improvement and effectiveness of mobile workers help transportation and logistics companies maintain their leadership position. The critical business information is often in the hands of the mobile worker whose effectiveness can be greatly improved if they can deliver relevant, timely, and accurate information. The collection of such information becomes a crucial step in the process.

As an example, tracking and consolidation of truck driver or carrier activity becomes the central point upon which up-selling and performance improvement can be built. Similarly, the accuracy and reporting of hours worked will contribute to an organization's effectiveness. It is essential for transportation and logistics companies to be able to provide accurate reports to their clients and to respond to their billing inquiries in the fastest and most efficient way in order to keep customer satisfaction at its highest level.

The needs of the the mobile workforce are important. Mobile workers produce proof of delivery, labels, transaction details and receipts, route maps, or delivery instructions, which they often need to print at some point in time within the process.

The merger of mobile devices and cloud services has become one of the most significant enablers of business productivity and innovation in the past decade. However, one key business process has eluded the mobility movement: printing. Even the most technically enabled business travelers need to hunt for print services while on the road and search for IT helpdesks when visiting a branch office simply to print a document.
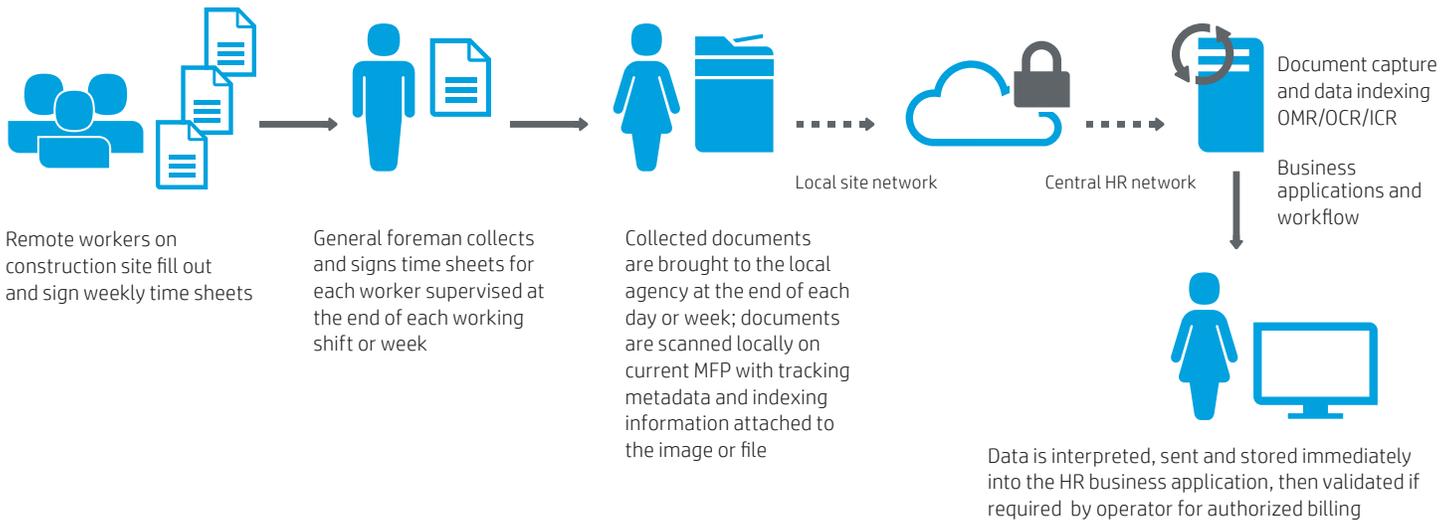
Transportation and logistics companies need to put in place the right mobile printing strategy in order to be successful and deliver the right user experience for their mobile workforce.

Why HP for mobile resources management?
HP can help reporting and worked hours' consolidation accuracy so that it contributes to the organization's effectiveness. Based on HP scanning hardware and capture software components, the HP Time Sheet Accelerator Solution delivers powerful capabilities to capture quickly and efficiently the data needed for invoicing and billing consolidation of onsite, remote, and distributed workers activity. Automated document capture happens right at an HP multifunction printer (MFP). Documents are sent to a scanning, indexing, and routing engine for user-defined workflow distribution and archiving. Designed to eliminate many manual processes inherent in time sheets collection, HP Time Sheet Collection Accelerator can help save considerable time and costs. The solution allows organizations to consolidate the scanning, routing, and data entry and archiving of time sheet information into an automated, secure, and networked environment. The solution brings benefits such as labor and cost reduction, elimination of exception handling and courier costs, productivity, and accuracy in the collection of the data.
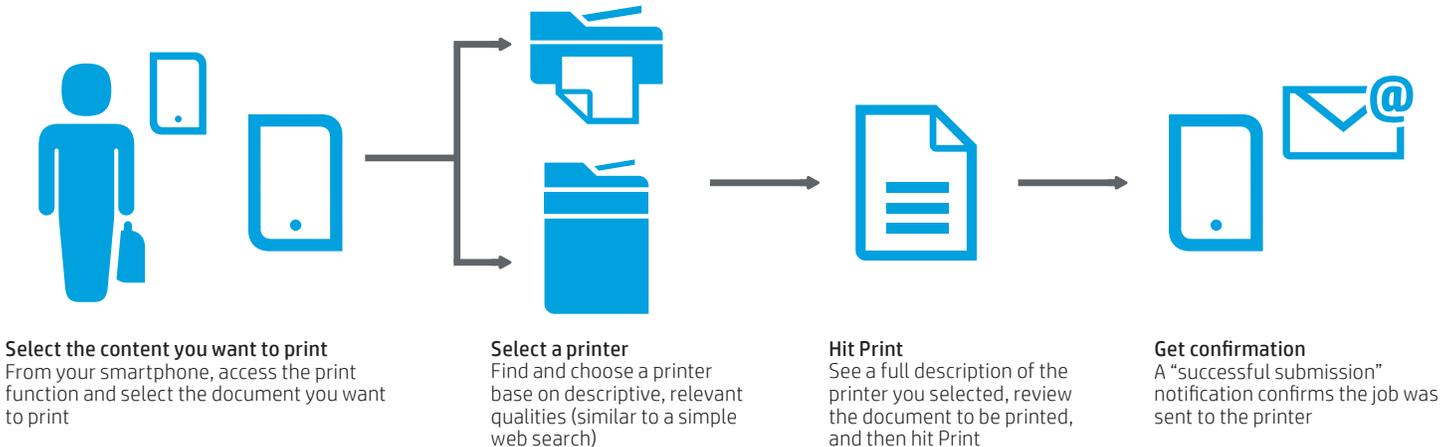
Figure 6. HP Time Sheet Collection Accelerator Solution

Automated process improves employee productivity
and can reduce costs, administration time, security risks, and carbon footprint

Local site network   Central HR network

Document capture
and data indexing
OMR/OCR/ICR

Business
applications and
workflow

Remote workers on
construction site fill out
and sign weekly time sheets

General foreman collects
and signs time sheets for
each worker supervised at
the end of each working
shift or week

Collected documents
are brought to the local
agency at the end of each
day or week; documents
are scanned locally on
current MFP with tracking
metadata and indexing
information attached to
the image or file

Data is interpreted, sent and stored immediately
into the HR business application, then validated if
required by operator for authorized billing

Equipping your mobile sales force with HP mobile printing solutions will save time and increase productivity while reducing strain on mobile workers who already have a lot to carry in their jobs. The HP JetAdvantage Mobile Printing Solutions make it possible for users to send and retrieve print jobs in a secure way anywhere on their route without having to carry additional equipment.[1]

Figure 7. HP JetAdvantage Mobile Printing Solutions

Select the content you want to print
From your smartphone, access the print function and select the document you want to print

Select a printer
Find and choose a printer base on descriptive, relevant qualities (similar to a simple web search)

Hit Print
See a full description of the printer you selected, review the document to be printed, and then hit Print

Get confirmation
A "successful submission" notification confirms the job was sent to the printer

It allows you to print documents efficiently with enterprise-level security, sending print jobs from remote locations for printing on arrival. Now you can convert mobile content into hard copy for easy reading, markup and sharing on the fly. With a smartphone-based solution, your data never leaves your secure enterprise network, and the ability to integrate with pull- and PIN-printing solutions requiring user authentication can enhance security even more. With our simple email-to-print capability, you can send a print job from a corporate email address to network printers that have been assigned an email address.

Learn more
hp.com/go/businessmobileprinting

Pick-up and delivery

Transportation companies have to deal with massive daily volumes of documents: bills of lading, customs forms, invoices, proofs of delivery, shipping documents, and dangerous goods declarations.

Those documents are critical to the process of goods pick-up and delivery. If a document is missing, this means the truck, ship, or cargo plane is stuck and the transportation company is then subject to extra costs and fees (e.g., additional docking fees, contractual penalties due to late delivery, etc.).
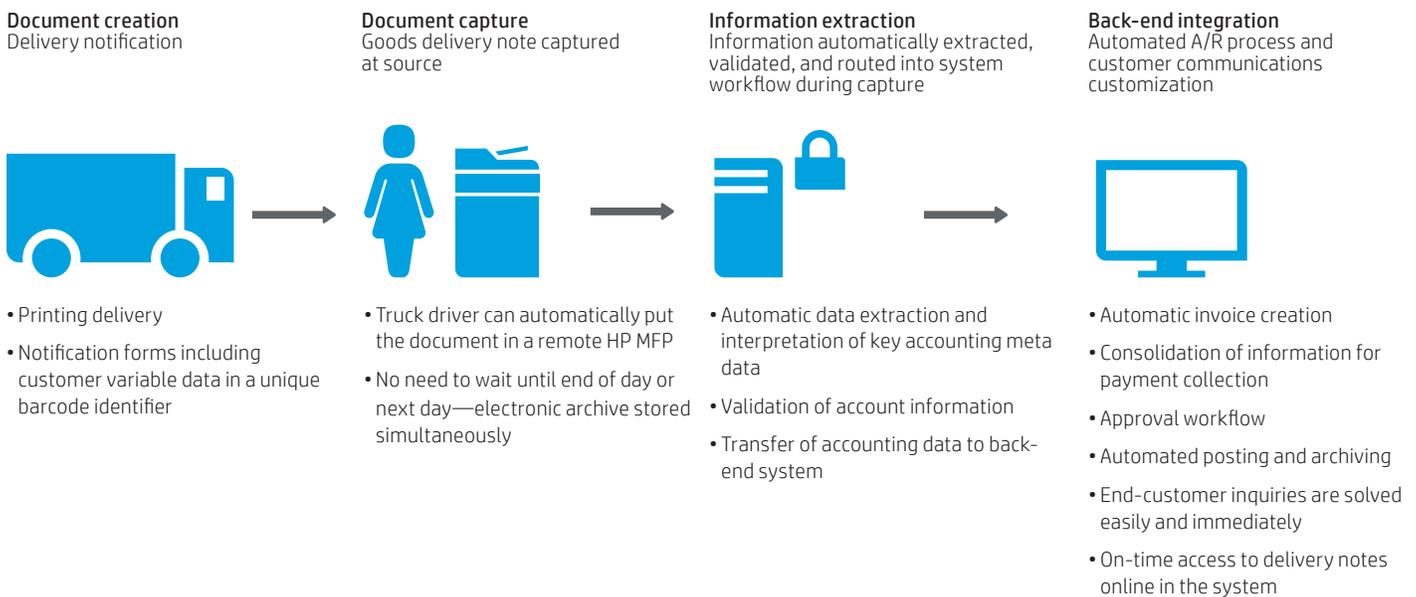
Misfiled or lost documents can have a huge impact on the bottom line, and setting up an end-to-end secured shipping document tracking system can help save money while complying with regulations.

Providing real-time access to all shipping documents captured along the delivery chain is key to helping ensure a safe and streamlined business process.

Why HP for pick-up and delivery?

HP has put together the HP Delivery Notification Solution to enable workers to deliver and capture those goods delivery notes from any remote location where the goods have been shipped. Delivery notifications are issued directly from companies' information systems at the right place, in the right format, and delivered at the right time. At the end of the delivery process, documents can then be scanned and matched against orders and invoices into the Enterprise Resource Planning (ERP) system. The efficiency of the process to gather the delivery notes is absolutely essential to cope with the mixed volumes, to collect payment faster, and avoid delays.

Figure 8. HP Automated Delivery Notification Solution

| Document creation
Delivery notification | Document capture
Goods delivery note captured at source | Information extraction
Information automatically extracted, validated, and routed into system workflow during capture | Back-end integration
Automated A/R process and customer communications customization |

• Printing delivery

• Notification forms including customer variable data in a unique barcode identifier

• Truck driver can automatically put the document in a remote HP MFP

• No need to wait until end of day or next day—electronic archive stored simultaneously

• Automatic data extraction and interpretation of key accounting meta data

• Validation of account information

• Transfer of accounting data to back-end system

• Automatic invoice creation

• Consolidation of information for payment collection

• Approval workflow

• Automated posting and archiving

• End-customer inquiries are solved easily and immediately

• On-time access to delivery notes online in the system

The underlying HP Capture and Route solution enables users to easily convert paper documents into a variety of digital formats—including PDF, TIF, Microsoft® Word .doc, .docx, JPG, and RTF—making it one-button simple to route information where it is needed. The familiar pre-printed multi-part proof of delivery form process is enhanced with barcode technology in order to dramatically improve your shipping, tracking, billing, and auditing processes. Back in the warehouse, the signed goods receipt note is scanned with the HP device, and the new digital copy is matched and stored with the original electronic copy in your document management system.

The HP solution for document creation, capture, and archive of goods receipts in the logistics and transportation industry can help organizations:

• Reduce costs associated with manual paper handling processes.
• Resolve order discrepancies and complaints quickly.
• Address regulatory and compliance needs.

Extending the HP Compliant Document Capture Solution to any other delivery or shipping document, transportation and logistics organizations can import any critical document into their information systems along the delivery chain and feed an electronic workflow thus streamlining the business process. The HP solution addresses the challenge of balancing the priorities of maintaining a strong compliance posture while reducing operational costs and increasing productivity. It brings together devices, software, and services to provide a complete solution for capturing, tracking, and archiving all documents and business correspondence complying with business standards and regulations.

HP solutions for warehouse management

Order management

Optimizing turnaround time for fulfilling orders is critical for transportation companies willing to comply with high standards of excellence. In this highly competitive market, providing customers with unmatched Service Level Agreements is a key element to differentiate from the competition.

Warehouse management is the bottle neck where operational excellence is the key to success. Operators require up-to-date and consistent information in the most suitable format (hard copy or electronic) without requiring access to several systems and documents.

Information consolidation of orders, invoices, and pick lists altogether enables operators to be more efficient and reduces risks of errors while fulfilling the order at the warehouse.

Why HP for order management?

HP provides transportation companies with a very powerful platform to create and compose those critical documents and distribute them to the operators at the warehouse.

Information is updated in real time and sophisticated business rules can be implemented to allow operators to proceed to order fulfillment in the most efficient and secured way.

The benefits brought by the HP solution include:

• Assured document delivery through any channel.
• Business processes automated by ERP systems are not interrupted.
• Reduced delays and risks of lost statements, invoices, and shipping manifests with failover detection services.
• Reduced costly manual troubleshooting, with global tracking from a single interface.
• End-to-end visibility of the delivery process.
• Secure authorization and encrypted transport to web.

HP solutions for corporate back office

HR
In today's challenging economic conditions, hiring processes need to be more efficient than ever. The mixed volume of business forces companies to adapt to the speed of onboarding in order to remain flexible in their workload capabilities.

As your company's largest asset, your workforce is the foundation of a productive and creative workplace. Finding and keeping the right employees is absolutely vital. However, with more people out there looking for jobs combined with smaller HR budgets and staff, human resources has to operate with more efficiency than ever. If you look around your HR department, the areas with the biggest opportunities for more efficiency are probably the areas that rely the most on paper.

By eliminating the paper and manual processes in human resources with document management, you'll be able to hire the best people faster, get new employees contributing more quickly, and keep your current employees happier.

Traditionally, in large organizations managing a mobile, remote, and temporary workforce, handling employee timesheets means managing a lot of paper and routing it physically to a central site where it is processed and used for data entry into your back-office HR business application. However, paper remains handy, timeless, and easier to handle, hence the paper time sheet still prevails. Still, the processing of time sheets takes time and involves a lot of physical resources for data entry with the negative impacts of inaccuracy, time, and lack of visibility.

Why HP for HR?
Organizations are looking to take out the busy-work of shuffling paper to let HR teams focus just on evaluating skills and experience. With HP solutions to capture and route applications and resumes to the right people for review in your organization, there will be one unique place to go for applicant information, so hiring managers and interviewers have all the information they need for interviews to go smoothly and to make smart decisions knowing they have a complete set of information. Once you've chosen a candidate, the solution creates consistent offer letters with document templates, routes them through approvals, and tracks changes by managers so your organization can get the offer letter out faster than the competition.
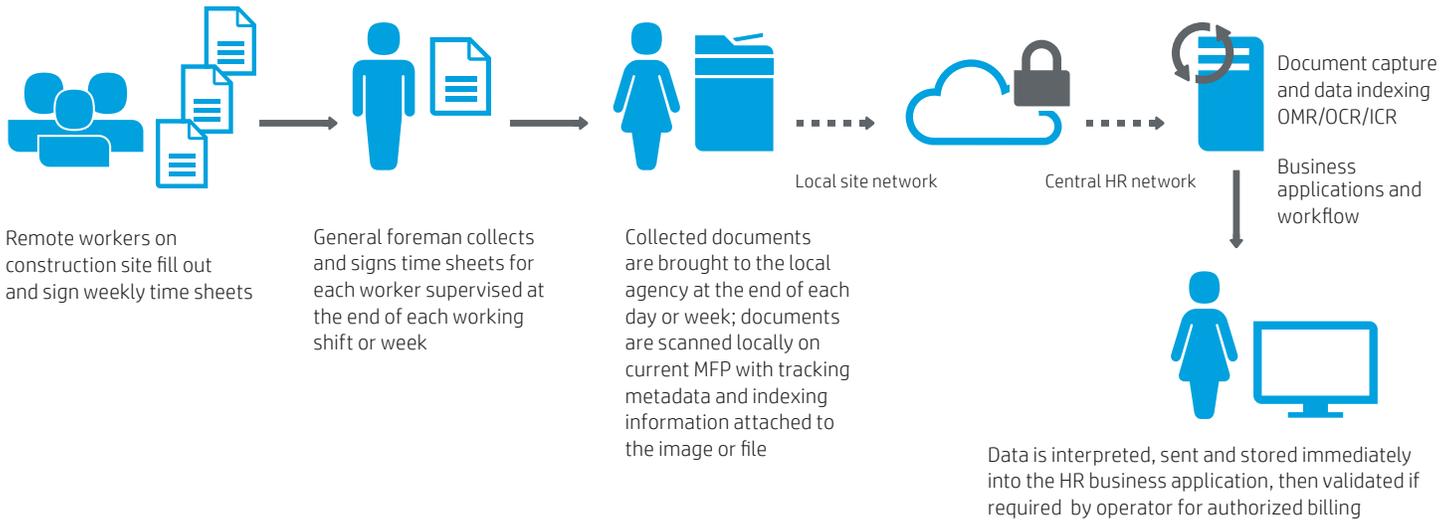
Figure 9. Content management

Store	Capture	Manage content & process	Integrate	Publish
Storage	Imaging Document acquisition Import processing Emails	BPM/workflow Content management Security	ERP CRM PeopleSoft	Web Mobile Export

HP has put together the HP Time Sheet Accelerator Solution based on HP scanning devices and capture software solutions delivering powerful capabilities to capture quickly and efficiently the data needed for invoicing and billing consolidation of onsite, remote, and distributed workers activity. Automated document capture happens right at an HP MFP. Documents are sent to a scanning, indexing, and routing engine for user-defined workflow distribution and archiving.

Figure 10. HP Time Sheet Collection Accelerator Solution

Automated process improves employee productivity
and can reduce costs, administration time, security risks, and carbon footprint

Remote workers on construction site fill out and sign weekly time sheets

General foreman collects and signs time sheets for each worker supervised at the end of each working shift or week

Collected documents are brought to the local agency at the end of each day or week; documents are scanned locally on current MFP with tracking metadata and indexing information attached to the image or file

Local site network

Central HR network

Document capture and data indexing OMR/OCR/ICR

Business applications and workflow

Data is interpreted, sent and stored immediately into the HR business application, then validated if required by operator for authorized billing

Designed to eliminate many manual processes inherent in time sheet collection, HP Time Sheet Collection Accelerator can help save considerable time and costs. The solution allow organizations to consolidate the scanning, routing, and data entry and archiving of time sheet information into an automated, secure, and networked environment. The solution brings benefits such as labor and cost reduction, elimination of exception handling and courier costs, productivity, and accuracy in the collection of the data.

Finance and accounting

Manufacturing and transportation companies are looking to drastically cut their Day Sales Outstanding (DSO) and streamline the laborious, paper-intensive finance and accounting (F&A) processes. Cutting DSO will quickly result in significant cost savings potential.

Accounts payable (A/P) efficiency goes with the need for improved visibility to enterprise spending, quick response to vendors, support and improvement of financial costs, increased productivity, and lower cost per invoice.

Paper-based A/P processes create inefficiencies that have a negative impact on cash flow in three major areas:

• Slow approval and payment cycles resulting in missed discounts, late payment penalties, and inaccurate accruals.

• Financial decisions based on estimates because documents and data are stored in different systems.

• Fixed costs that don't add value to the organization like storage, duplicate data entry, and shipping costs.

Another key priority for F&A departments is the accuracy of the billing process: receiving payment on time from customers is critical for the company. A bottleneck in the accounts receivable (A/R) process is the billing part. Providing customers with clear, easy to read, and accurate information, as fast as possible to shorten term of payment is a key objective for F&A.

The complexity of billing processes comes from:

• The multiple connections to several information systems (ERP, data bases, Customer Relationship Management, etc.) to gather customer information to be printed on the invoice.
• The high volumes of documents to be created, printed, and mailed to the recipients in a short period of time.
• The customization of customer information to be created and composed in a single document.
• The compliance of document layouts with corporate communication standards and policy.
• The multi-channel delivery formats of the invoices (paper, email, pdf, Electronic Document Interchange, etc.) with a consistent content and message adapted to the delivery channel.

Why HP for finance and accounting?

With the HP Automated Invoice Processing Solution, invoices can be captured electronically, automatically indexed with data from ERP or accounting software, and immediately available for processing. No matter what form they come in. Once in the system, they're stored and managed in a central repository that's easy to access. They can also be routed according to rules that are simple to configure—so there's no more waiting for interoffice mail for accruals decisions or exceptions resolutions that require supporting documents. Simple approvals that meet your set requirements go straight through the process. Documents that need to be reviewed are automatically routed to the correct people, with automatic email updates notifying everyone involved.

The benefits of the HP Automated Invoice Processing Solution for logistics and transportation organizations are:

• Capture invoices quickly at remote locations—adding value to the MFPs already in place.
• Start the A/P workflow immediately from the receiving point, saving mailing costs and time.
• Improve the workflow with quick reconciliation of invoices and POs in the ERP system, limiting errors and reducing reprocessing.
• Seamlessly integrate with existing ERP/Systems Applications and Products (SAP) workflows— speed up the accounting process.
• Manage electronic documents associated with ERP/SAP systems.
• Complement and add value to potential existing accounts payable shared service center.

Figure 11. HP Automated Invoice Processing Solution

Document capture
at the source of the invoice

Information extractions
and electronic workflow

Interpret   Verify   Transfer

Back-end system integration
Automated accounts payable process and customer communications customization

• MFP scanning
• HP scanners

• Automatic data extraction and integration
• Validation of accounting information
• Transfer of accounting data to back-end system

• Invoice verification and posting
• Consolidation of information
• Approval workflow and payment
• Automated posting

In addition, the CCM solution for billing offers a comprehensive software platform for design through delivery of any type of invoice—whether mailed, presented electronically, or generated in real time as part of a custom application. Given that high-quality personalization is dependent upon high-quality data, CCM is a platform with open architecture that could easily fit into diverse IT environments and simultaneously access and process multiple data sources of any type.

The platform is designed from the ground up to make it easy for business users to collaborate on content creation, significantly reducing document development and maintenance costs and dramatically improving time to market.

The CCM solution brings many additional benefits:

• Includes layers for multilingual applications and a spell checker for 21 languages, as well as English medical and legal dictionaries.
• Ability to easily produce documents in the recipient's preferred language—including Asian languages—improving customer satisfaction and complying with California's State Bill 853.
• Manages variable content to guarantee compliance with changing government regulations and privacy legislation.
• Automatically includes appropriate content based on effective dates and jurisdictions in each communication.

With CCM, you can grow your business by making every customer touch point more profitable while increasing operational efficiencies.

IT services

Our clients have told us that despite the opportunities offered by new technologies, such as convergence of printing and copying, they continue to wrestle with complexity and fragmented costs. Many aren't aware of the total cost of their imaging and printing environments.

HP, together with All Associates Group, estimates that the total burdened document cost—including office, production, and marketing spend—for transportation companies is in the range of 2.39% as percentage of the revenue.[2]

In many large companies, printing equipment and expenses are loosely managed and scarcely controlled. It's not uncommon for an enterprise to have thousands of limited-functionality devices sitting on individual desks, rather than a smaller fleet of higher performance, distributed multifunction and single-function printers.

Without adequate management controls, employees will often output documents in color when lower-cost black-and-white prints would be acceptable. And they might not have access to, or make use of, capabilities such as duplex printing, which can greatly reduce the use of paper.

It all adds up to higher costs—for hardware, for printer maintenance, for supplies. To make matters worse, many companies don't have a clear view of the true costs of printing. In a typical enterprise printing environment, industry experts estimate that for every dollar spent on hard costs, another $9 is spent managing the printed documents over their life cycles.

If your organization is like most, your imaging and printing environment presents many opportunities to advance your business goals—from cost reduction through improved fleet management to revenue acceleration through better workflow design.

To unlock this potential, you need to first gain visibility into your printing environment, the associated costs, and your document workflows. Once you understand where the gaps and inefficiencies lie, you can take steps to make imaging and printing part of your overall IT strategy. This is one of the keys to improving the business value of this critical asset.

Why HP for IT services?

To better control your costs and streamline business processes, it takes more than just somebody to take care of your office printing needs. Companies need someone who can look at their organization more holistically and support the onsite and offsite printing needs of your business departments, from legal and accounting to marketing and engineering. This approach is the core of HP Managed Print Services (MPS).

The HP MPS offering includes network printer management tools and capabilities (e.g., HP Web Jetadmin, HP Universal Print Driver) to remotely and securely install, configure, maintain, and monitor a fleet of imaging and printing devices. Clients who engage with HP MPS can realize improvements on all three levels—lower costs, increased efficiency, and better productivity.

Based on leading-edge technologies, devices, network leadership, and management software, HP's network infrastructure management and asset management capabilities are the foundation of our services offering.

Assessment services provide a structured and fact-based approach to defining and analyzing your current imaging and printing infrastructure and workflows. There are a range of assessment services to help you understand your current costs, usage patterns, equipment and user needs, security and environmental considerations, and potential total cost of ownership (TCO) reductions: HP Industry Benchmark Assessment, HP Optimization Assessment, HP Managed Environment Assessment, HP Workflow Discovery, HP Discovery and Design, and HP Eco Printing Assessment.
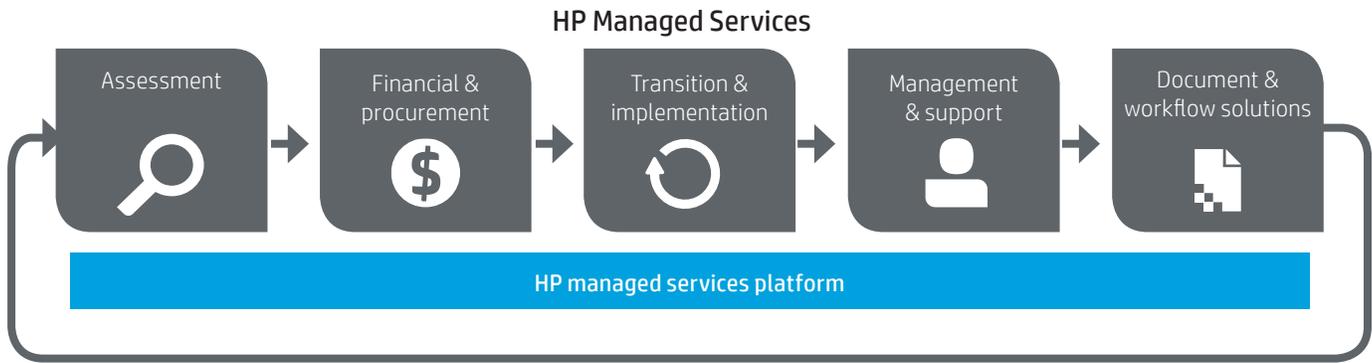
Financial and procurement services help you manage to the lowest total cost of ownership—from planning and acquiring technology all the way to retiring and replacing it. Reduce and manage capital outlay, manage older equipment effectively and environmentally, and simplify hardware procurement (HP and multi-vendor).

Transition and implementation services help ensure that the right equipment is installed and end users know how to use the devices. Education and management of change is an important consideration. These services create ease of implementation and user acceptance.

Management and support services enable ongoing return on investment (ROI) through fleet uptime and optimization, award-winning support, and supplies management. Account delivery management provides a single point of contact and accountability as well as visibility into usage trends, capacity utilization, and expenditures for ongoing planning and management.

Finally, document and workflow services help you automate paper-intensive workflows as well as continually improve and better manage the underlying infrastructure.

Figure 12. HP Managed Print Services lifecycle

HP Managed Services

| Assessment | Financial & procurement | Transition & implementation | Management & support | Document & workflow solutions |

HP managed services platform

Get started

Contact your local HP representative to:

• Set up a workshop to assess your specific business needs.

• Establish a plan to implement the best solution for today and into the future.

• Identify an environmental approach that can help your organization save money.

Learn more
hp.com/go/mps
hp.com/go/mdiworkflow

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[1] For additional information on HP JetAdvantage Mobile Printing Solutions, visit hp.com/go/businessmobileprinting.

[2] ALL Associates Group, February 2015.

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