

# Service Management: From Request to Delivery



HP Managed Print Specialist - Resell

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HP Managed Print Services (MPS) page rates include the provision of supplies, repair service, and device maintenance, provided by a nationwide network of trusted technicians and backed by a support infrastructure. There are four standard service levels: Premium, Priority, Advantage and Extended Reach. All levels of service are provided with a commitment to providing effective service for consistent device uptime.

## Service Levels

Depending on geographic location, HP offers a number of differentiated service levels to meet MPS customer needs. Customized service options are available to meet unique requirements.

### HP Premium

HP Premium service offers priority, 2-hour onsite response for service incidents, and when toner needs to be replenished a technician will replace and recycle the spent cartridge. As service delivery response times are dependent on immediate dispatch of service technicians, this service level is only offered where HP service technicians operate in the customer's location. In addition, general device maintenance tasks, such as cleaning, are performed during all service visits.

### HP Priority

HP Priority service is similar to HP Premium service, but offers a 4-hour onsite response for service incidents and express toner shipments for customer installation. General device maintenance will be performed during each onsite service event. This service level is only offered where HP service technicians operate in the customer's geographic location.

### HP Advantage

HP Advantage is available in the majority of US metro areas. This service level offers next-business-day (NBD) response for service incidents. Toner will be shipped, using express delivery if the situation warrants, for customer installation.

### HP Extended Reach

Where standard service levels are unavailable due to factors prohibiting timely device access, such as location proximity to a service technician, HP Extended Reach is offered to provide onsite service response by an authorized Service Technician. Service timing is determined by location. All efforts will be made to deliver service by the next business day, although it may take longer depending on the proximity of an authorized Service Technician. HP will also provide supplies for customer installation at the given location.

The "Call-for-Quote" process should be used when preparing proposals including this service level, in order to effectively plan for service exceptions when the deal requires additional customization. For instance, you would "Call for Quote" when there is a need to include an elevated service such as an "embedded" or onsite technician; or a security, workflow or management solution is requested.

## Service Delivery Experience

All service agreements include:

- Access to support via a call center and/or service portal
- Repair service, where the focus is on facilitating a first time fix
- Device cleaning and maintenance to optimize device uptime
- Supplies fulfillment

### Service Requests

By referring to the service contact information on the device sticker, service or supplies requests can be made by phoning the call center or logging your request on the service portal. The device identification number, also on the sticker, enables device details in the MPS management system to be available to service personnel as needed. The device serial number can also be used for this purpose if the device has not been assigned an identification number.

The option of Automatic Toner Replenishment (ATR) is available for newer, workgroup-level devices (and bigger) that report page and supplies usage via an installed data collection tool, preferably where the HP Universal Device Agent (UDA) and HP Direct Connect Proxy (DCP) have been installed for network or locally connected device metering. With ATR, each toner cartridge is tracked over time and at an appropriate number of days of toner remaining (determined by service

level and location), an order is automatically triggered. In situations when unexpectedly high volumes of toner are used over a short period of time, a safety-net trigger (based on toner levels vs. use over time) is in place to help prevent toner-out situations before replacements are received.

Standard support paths can be used in conjunction with ATR. The system will manage all service request paths to avoid duplication of requests for the same device. Standard support paths should be used during the first 30-days after a device has been placed under contract.

The determining factors used by the dispatch team and service management system for service routing and prioritization are service task type, geographic device location and the service level agreement (SLA) for the device. The SLA response clock will start from the point a service request has been entered into the HP MPS management system.

## Repair Service

For repair service in geographic areas where HP has direct service coverage, and upon receiving a service request, an HP service technician will immediately be dispatched. While onsite the technician will diagnose the issue and repair the device. First time fix rates are elevated by the use of service vans stocked with parts and supplies optimized for the devices serviced in the technician's assigned coverage area.

In cases where direct HP coverage is unavailable, the customer contact will first be called by an HP support agent to diagnose the problem. If the issue cannot be fixed remotely after a brief triage, a service technician from HP's service partner network will be dispatched to deliver repair service. Where needed, tailored parts kits are provided to facilitate repairs.

During each onsite service event, the device will be inspected and general device maintenance tasks will be performed. Other devices requiring attention at the same location can also be addressed if the customer account has Proactive Service enabled.

## Supplies Delivery

Supplies delivery is determined by the service level agreement applied to the device. The HP Premium service level offers technician installation of supplies, and as such, is only offered in geographic locations where HP operates a local service workforce. In this case, when a supplies request is placed, an HP service technician will be dispatched to install the supplies and perform some general device maintenance on the device. The only exception to technician installed supplies within the Premium service level is for business ink jet devices which will always require customer installation of ink cartridges. Supplies are requested by the same method, however, HP will simply deliver the ink cartridges for customer installation. Premium level supplies delivery events can also be managed proactively.

For all other service levels, supplies will be shipped to the physical address for the customer installation. The priority for shipment is determined by whether the customer can still print. Typically, supplies will be delivered via ground shipping soon after the request was received. If toner or ink is "out" (vs. "low"), supplies are shipped using express delivery, meaning HP may use overnight air freight or a dispatched local technician to deliver the supplies.

Systematic measures are in place to catch duplicate supplies fulfillment requests: a service call center agent and the service portal will warn of requests that are in the dispatch queue, and ATR will cross-check for pre-existing requests. It is assumed that any additional requests are legitimate, so all completed requests will be processed for customer delivery unless otherwise notified.

For high usage devices or those in remote locations, an option is available to keep a backup supply of toner at the device location. Supplies closets or spares can be negotiated as an integral part of the MPS agreement. The volume of supplies held as spares is based on the number of units of each device model and customer usage patterns.

## New Device Setup Service

New device setup service can be requested by the customer for device service entitlement throughout the contract term. A technician will be dispatched to perform a device health check, apply a device sticker and entitle the device for on-going service management. Additionally, when proactive service is enabled, service technicians will sticker and entitle devices where the engine type has already been placed under contract.

**NOTE:** All devices of a similar make/model at a single location are required to be enrolled to mitigate supplies sharing.

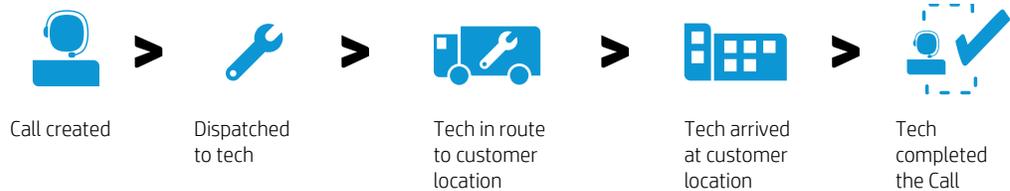
## Proactive Service

One of the benefits of HP MPS is improved device availability through active management. An enabler of device up-time is Proactive Service, the ability for service technicians to perform service on devices that require attention when they are on site, even if a service request has not been placed. The service technician will open a service ticket to record the work performed. Proactive service is an integral part of the HP MPS offer and is included at no extra cost.

## Service Tracking

Service can be tracked from the time a ticket is opened until resolution. High level tracking is available on the service portal. The level of information tracked depends on the service task type and method of service delivery.

When an HP service technician is dispatched, management of the service request is immediately transferred to the field-based technician. Using mobile service management software, the ticket can be updated for tracking even when the technician is unavailable. Following are the tracked steps for a standard call, where first-time-fix is delivered:



The assigned service visit number and a time stamp are applied to each applicable step.

If a follow up is required, a Follow-Up for Part(s) step will be entered and the call is not closed until it is resolved. If a call was cancelled, the service ticket reflects a cancellation notice.

When an HP support agent (i.e., national technical support) is assigned responsibility for the management of a service request, and a technician from HP's service network is dispatched for onsite service, the customer can acquire status updates as onsite service activities are completed by calling their support contact. In this scenario the steps tracked are limited to:



Calls are closed once supplied parts and those exchanged during the service event are returned to HP.

## Appendix

### Resources, contacts, or additional links

For further guidance on HP service, please contact your HP account manager or the HP support team.

### Additional White Papers

#### Device Reporting for MPS Management

- Explains data required to support MPS operational processes including invoicing and automatic toner replenishment

#### MPS Service Management

- Explains processes for placing service requests and how services are delivered

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