

Printer status



Ready



**OK to Print
Repair in Progress**



**Temporarily
Down**

Date: _____ **Time:** _____

ID #: _____ **Technician:** _____

Visit #: _____

- Performance Check/Maintenance**
- Toner/Consumable Replacement**
- Service/Repair**

Notes: _____

This form is for information purposes only and can be removed at anytime. If you have questions or comments on today's visit, please contact us at 0845 601 8011.

You deserve the best service with HP Smart Printing Services



HP is changing the way we are servicing SPS customers, allowing you to manage your business, not your printers.

HP understands that, when it comes to printing, you need increased efficiency and maximised uptime while reducing spending. We are changing the way we are servicing your SPS contract, so you spend less time worrying about printing and more time doing what you do best, even better.

Our HP Managed Print Services Technicians will do as much as possible to maximise your printing fleet uptime.

Our service experts perform preventative maintenance to avoid printer downtime. You've probably noticed that HP technicians arrive with bigger vans, carrying the right parts in hand to fix your equipment the first time, with a first-visit fix rate of over 88%.

Through remote monitoring applications, HP can collect data from each print device under management. We use the collected data not only to maximise your printing uptime, but we can also provide you with quarterly progress reports so you can further optimise your print environments.

HP is so proud of the improvements we have made that we have branded our vans to let the world know.

In essence HP will maximise your printing fleet uptime and remove fleet management hassle, so that your printers always work and generate best-quality prints where and when you need them. So you can manage business, not printers.

If you are interested in learning more, please call your HP SPS reselling partner or 0845 601 8011.

Source: HP CDS, First call fixed SPS dedicated data, Oct 2012 – Mar 2013, 88.35% average first fix rate recorded.