

## Brief

# HP Managed Print Services & Premier



## HP MPS – Approved Premier Contracted Supplier

HP provides strategic guidance in managing print environments, with services and software solutions that can help reduce costs and free up your time – so you can do what you do best.



### With HP Managed Print Services, you can...

- Lower printing costs by implementing a targeted print strategy for improving processes and increasing efficiencies.
- Reduce the need for IT support for your printing environment, so your IT staff can spend more time on strategic projects.
- Manage and deploy devices and supplies from multiple vendors in a more convenient and effective manner.
- Ensure that your imaging and printing devices are being used in the best ways for your employees and your business.
- Increase employee productivity by reducing device downtime.

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Multifunction printers (MFPs), copiers, scanners, and fax machines are vitally important to most organizations. But managing these devices can be complicated, time-consuming, and costly. What if you could manage, optimize, and improve your print environment, and help save money at the same time? At HP, we're experts in managing documents as well as print devices.

With our HP Managed Print Services (HP MPS) program, we're helping businesses of various sizes achieve more with their print environment. Our tailored printing service can help manage and optimize your printers and copiers, as well as improve business processes, allowing you to focus on what matters most in your business.

### Experience world-class service and real cost savings

HP MPS offers world-class print management—removing the headaches, and helping you realize significant cost savings. In fact, studies show organizations that implement managed print services reduce their printing costs by an average of 30%.<sup>1</sup>

Our team of people, combined with our processes, and technologies make all the difference: from the assessment and proposal phase, to setup and maintenance, reporting and reviews, ongoing optimization efforts, and document workflow solutions. Working together with local HP partners, we're able to provide special attention to each of our MPS customers.

### Keep your print fleet up and running—without the hassles

HP MPS offers fast response times and service you can depend on. Our technicians are empowered with the tools, information, and parts they need, to fix most problems on the very first visit.

### See the business benefits of strategic print management

Choosing HP MPS means more than just making sure your printers and copiers work properly. By gaining control of your printing environment, and capitalizing on improved document workflow processes, you can address key business priorities.

<sup>1</sup> Photizo Group, "A CXO's Guide to Managed Print Services," March 2011.



**Figure 1**  
The HP Managed Print Services strategic approach.

HP MPS offers a technology-based, results-oriented approach to managing your print environment, built on the premise that printing and document management are essential parts of your IT architecture. Because we recognize the importance of incremental and continuous improvement, you will be better able to respond to changes in your business as they arise.

**Observe and analyze** 

During the initial assessment of your print environment, we'll gather relevant information from all of your devices—including HP and non-HP devices. We will collaborate with you to define and understand your future goals and ensure they are included in our proposed plans, ultimately creating a print strategy for your organization.

When we've completed our detailed analysis, we will provide targeted recommendations for managing your print environment, optimizing devices and locations, and improving business process workflows. With the insight we gain during this process, we can make recommendations to help you make the best use of devices, so you can control costs and improve productivity.

**Setup and training** 

Once you've reviewed our customized pricing proposal and signed an agreement with HP MPS, we'll start putting plans into action. First, we'll apply a sticker with a unique identification number to every device under contract, so users can immediately begin requesting service and your IT staff can concentrate on other aspects of your business.

As part of the transition process, we'll help you set up new devices, retire old ones, and implement new software solutions. Plus, we'll work with you to clearly communicate new processes or device changes to key stakeholders and end-users to ensure a successful transition.

**Service support** 

Now, when service issues arise with your devices you can count on fast resolution—whether it's a simple paper jam, or a more complex maintenance procedure. Users can submit a service request directly, with no need for IT involvement. They can log in to our website, or simply call the service number on the device ID sticker to quickly reach a dedicated agent. Our technicians arrive onsite quickly, and the majority of the time, they're able to repair the device on their very first visit.

With HP MPS you'll no longer have to worry about storing, managing, or replacing printing supplies. Our service includes supplies replenishment and inventory management.

**Manage and report** 

Each quarter HP prepares an extensive analysis of your print environment and schedules a quarterly business review meeting to share the analysis and resulting recommendations for your print environment. HP provides a detailed report on your actual device usage and offers advice for getting the most value out of your printers and copiers.

**Optimize infrastructure** 

HP offers a detailed assessment of your print processes and business process workflows. Our optimization experts will analyze your workflow processes and propose solutions to help your business operate at peak efficiency. We help you achieve a balance between your total cost of printing and the needs of your users—so employees stay productive.

**Improve document workflow** 

You may be surprised to learn that the bulk of document costs are not in the infrastructure and management of printing devices. Rather, most of the costs are in end-user time, and in the flow of documents within organizations, and between organizations and their customers.

By transforming paper-based and digital processes to accelerate your business, you can reduce printing costs and increase office productivity. In addition, we offer a variety of custom solutions that can help address security and regulatory requirements, support the needs of your mobile workforce, provide detailed job accounting, and much more.

**The value of original toner**

HP's Managed Print Services program uses originally manufactured parts and supplies for all printers and copiers under management, for HP and non-HP devices. Don't be fooled by low cost and exaggerated claims of reliability by toner remanufacturers. Remanufactured cartridges don't always live up to their promises. Because we are committed to providing our customers with the highest level of product, supplies and service satisfaction, we start with the most reliable supplies we can provide.

**Learn more**

Watch the HP MPS Saves the Day video <http://h20621.www2.hp.com/video-gallery/us/en/sss/1418570273001/r/video/>

Watch the HP MPS Overview video <http://h20621.www2.hp.com/video-gallery/us/en/sss/1678493253001/r/video/>

For more information, contact your HP Managed Print Specialist or visit [hp.com/go/mps](http://hp.com/go/mps)



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