

Brief

# Keep your business moving

HP Managed Print Service Delivery



## Flexible delivery and repair services

With our skilled staff, proven processes, and leading technologies, you'll enjoy levels of Managed Print Services unique in the industry:

- We service HP printers and MFPs, as well as many other brands of printer products.
- HP Authorized Service Technicians are empowered with the tools, information, and parts they need, so they're able to fix most problems on the very first visit.
- We offer different service levels, depending on your location and business needs.
- Any user can quickly and easily access HP service by referring to the contact information clearly printed on the ID sticker on each contracted device.

## Do what you do

To keep momentum, it's important to stay focused on your core competencies. That's why, more than ever, savvy businesses and organizations are looking to the experts to manage their printing and imaging environment. Your Managed Print Services (MPS) provider has chosen HP to deliver service. HP's world-class service and support programs remove the burden of printer support—so you can win at what matters most.

## Choose the service response option that's right for you

Wherever you are in the U.S., you can depend on HP's network of trusted technicians. Whether you need supplies, repairs, or maintenance, you'll experience first-class service and a commitment to device uptime. Choose from four standard levels of service to best meet your business needs: Premium, Priority, Advantage, or Extended Reach.<sup>1</sup> Customized service options are also available to meet unique requirements.

Each service level offers automatic toner replenishment as an add-on. With this option, HP is automatically alerted when toner is running low and supplies are proactively shipped to arrive right when you need them.

## HP Premium

On receiving a service request, an HP-badged technician will be dispatched to arrive onsite within 2 hours. Whenever toner or ink needs to be replenished, cartridge installation will be performed by a technician. Since our service vans are stocked with the right parts and supplies, technicians are able to fix most problems on the very first visit.

## HP Priority

An Authorized Service Technician (HP-badged or contracted service partner) will arrive onsite within 4 hours for service calls, and toner/ink is delivered in time for customer installation.

## HP Advantage

An Authorized Service Technician will arrive onsite by the next business day. Toner/ink is delivered in time for customer installation.

## HP Extended Reach

HP Extended Reach Service and supplies are provided in the same way as HP Priority; however, response times are typically 2 or more days in these remote areas.

No matter which option you choose, at every service visit we will carefully clean and inspect your device and determine if repairs or maintenance is needed.

| Service options <sup>1,2</sup>             | HP Premium                                      | HP Priority  | HP Advantage   | HP Extended Reach                                    |
|--|---|--|--|--|
| <b>Service response time</b>               | Onsite within 2 hours                           | Onsite within 4 hours                                | Onsite next business day                             | Onsite within 2 or more business days                |
| <b>Automatic toner replenishment</b>       | Optional  | Optional   | Optional   | Optional   |
| <b>Toner/Ink service</b>                   | Technician delivered and installed              | Shipped to device location for customer installation | Shipped to device location for customer installation | Shipped to device location for customer installation |
| <b>Device inspection and cleaning</b>      | At each supplies replenishment or service visit | At each service visit                                | At each service visit                                | At each service visit                                |
| <b>Service parts and labor<sup>3</sup></b> | Included  | Included   | Included   | Included   |
| <b>Device usage reports</b>                | Included  | Included   | Included   | Included   |

## Enjoy efficient, personalized service through every stage of the process

### 1. Device health check



Once your contract is in place, an HP Authorized Service Technician will visit your site to entitle your devices for service. We'll take a look at print quality, performance, and whether there are any parts showing extreme wear that should be replaced. We can even repair any broken devices you may have. In addition, we'll check all supplies and replace any that are low. There is a separate one-time charge for these initial services and any parts or supplies provided during the health check.

#### Notes

<sup>1</sup> Standard service options vary by location.

<sup>2</sup> Customized service options are available to meet unique requirements.

<sup>3</sup> Service parts and labor required at the initial health check are not included.

### 2. Device stickers



Each contracted device receives a sticker with a unique identification number and your HP service contact information.

We load the device ID number into our database and include instructions to help technicians locate the device onsite. Over time, a detailed service history for each of your devices is recorded in this database, which provides valuable information to our dispatch agents and technicians.

### 3. Service begins



Once the health check is completed and stickers have been applied to devices, your HP service begins.

Now, when you need to request service or supplies, simply refer to the contact information on the device sticker. When you provide the device ID number, our staff can immediately pull up all the relevant details and quickly dispatch a qualified technician, so you can get back to work.

### 4. Adding or removing devices



Your Managed Print Services contract allows you to add or remove devices without renegotiation. To add a device

to your contract, simply contact HP using one of the methods listed on any device sticker and provide a few simple details.

Removing devices from service can happen in a number of ways and for a number of reasons. For example, you may decide to retire a device in favor of more cost-effective options. During a regular review meeting, your Managed Print Services provider will take a close look at your devices and help you make the best decisions for your business.

### 5. Business review meeting



After three to six months of service, your Managed Print Services provider will sit down with you and share detailed

reports based on your usage and service history. You'll gain new insight into how your print fleet is actually used. This information can help you achieve a balance between your total cost of printing and the needs of your users—so everyone stays productive.

#### Learn more at

**Watch** the “HP Partner MPS: the Van saves the day” video

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