HP Managed Print Services Reporting

Discover potential cost savings and improved document management

HP utilizes an industry-leading analysis and reporting approach to provide extreme visibility into clients' print environments resulting in recommendations for potential office printing cost-savings and improved document management and workflow.

Quarterly Business Review Process

HP utilizes a Quarterly Business Review (QBR) process to address ongoing, active management of our clients' print environments. Every quarter, your HP Managed Print Services (MPS) Consultant will review utilization and trending reports with you, and make recommendations for relocating devices to achieve greater utilization, as well as retiring or upgrading printers to multifunction printers (MFPs). QBR discussions can also uncover needs for solutions to support document management processes. QBR recommendations are intended to discover potential cost savings or identify process improvements over the term of the contract, through the following methods:

- **Manage**: Regularly review the service history, utilization, and printing performance of devices to recommend retiring, relocating, or replacing devices where appropriate.

- **Optimize**: Audit, consolidate, and right-size in order to balance the printing fleet. Place the right devices for the right reason (e.g., cost, usage, range, and workflow). Eliminate currently owned print devices where necessary and move pages to MFPs where possible.

- **Improve**: Evaluate available software tools and new output technology to facilitate decision making regarding the installed printer fleet and investigate ways to reduce page volumes, drive down costs and improve workflow where possible.

Standard Reports

Document Environment Review

HP believes good information is the key to managing your print environment. The data compiled in the Document Environment Review report provides the deep insight necessary to make recommendations to save your organization time and money. HP MPS Consultants utilize this report to make compelling recommendations for fleet and workflow improvements.

The Document Environment Review contains a snapshot of your print environment, providing a holistic view of all your printing devices. This is especially valuable when your fleet is distributed in multiple locations.

Device Summary

- Number of Client Locations

- Contract Start Date

- Number of devices, separated by color and mono

- Count of annualized pages, separated by color and mono

- Percentage managed

The focus of the Document Environment Review is to help identify your document environment's strengths and weaknesses. HP utilizes multiple "Top 10" and "Top 5" lists to highlight key areas such as utilization, aging, trending and non-reporting devices. Your MPS Consultant will review these focus points with you and will make strategic recommendations.

Upon implementation of these recommendations, you can lower your print spend and ensure your fleet is running at an optimal level.

The other key focus in the Document Environment Review is to report on HP service statistics over the last six months. This service review includes a summary of the types of services delivered, provides documentation on follow-up service visits or escalations, and calculates first-visit fix rates.
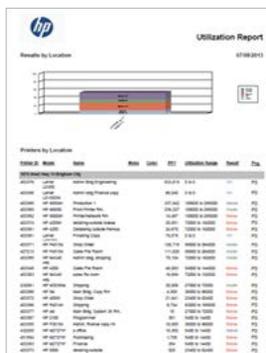
Total Environment and Managed Environment
• Devices and Pages

• Annualized Cost

• Consumables

• Device Utilization

• Device Aging

• Environment Trend

• Missing or Non-Reporting Devices

• Service Statistics (Last 6 Months)

Managed Environment

The following table represents devices that appear on two or more of the top 10 reports. This assists you in paying closer attention to the devices that may need to be repositioned or replaced.

Device ID	Make	Model	Serial Number	Annualized Pages*	Oldest Device	Over Utilized	Higest Cost	Busiest Device	Least Reliable
262477	HP	HP 4000	USMB338513	259,202	✓	✓		✓	
262476	HP	HP 4000	USMC117115	87,765	✓	✓			
262619	Kyocera Mita	Kyocera Mita FS 4000dn	JXPK6Z08543	312,500			✓	✓	
262129	Xerox	XER WC 4150/X	L99043410	604,966			✓	✓	
305166	Xerox	Xerox ColorQube 9303	XNE126111	308,341			✓	✓	

Utilization Report

The Utilization Report is a snapshot view of all devices in your environment. Its main purpose is to illustrate how devices are being utilized from a total fleet view. HP provides a summary chart at the top, identifying the number of devices that are above, inside and below the device recommendation range. It also identifies devices that are not reporting and those that have insufficient data.

The Utilization Report detail is grouped by location, providing a complete program view. Your HP MPS Consultant will review this report with you and provide optimization recommendations to lower print costs. Our focus is to achieve the highest page counts on the lowest cost-per-page rate devices.

Trend Report

The Utilization Report (previous) and the Trend Report are typically paired together to provide clients with insight into print volumes.

The Trend Report's objective is to track print volume trends over time. The report lists the quarterly billing's total page count by color and mono. The summary graph at the top provides the trend line by color and mono.

The report can be viewed as a total environment or by location and represents the lifetime trend of fleet management.

Figure 1

Figure 2

Figure 3

Figure 4

Your HP MPS Consultant will discuss the report with you and identify color/mono print trends as well as total environment trends. This discussion enables clients to establish/review their print policies and ensure employees are printing according to policy.

Optional Reports

Printers to E-mail (figure 1)
The Printers to E-mail Report is often used during new client onboarding. The report helps clients identify the location of all known printers in the environment and their names.

Clients often use this report as a master spreadsheet list of their known devices.

Printer Swap (figure 2)
HP MPS Consultants leverage the Printer Swap Report to recommend cost-savings by changing device locations or consolidating specific devices in MFPs.

The report displays a current and future cost comparison as well as projected annual savings.

Total Cost of Ownership Comparison (figure 3)
When purchasing document devices, it is important to not only consider the acquisition cost of a particular device, but also consider the costs of using the device over its anticipated life. This analysis helps you evaluate the Total Cost of Ownership.

HP factors in the device acquisition price, the anticipated number of monthly prints, the cost per page and how many months it will be in use to derive a total cost of ownership. Your HP MPS Consultant then makes purchase/pass recommendations.

Ownerships costs can greatly vary depending on your mono versus color usage. HP provides insight on both options.

Hardware Refresh ROI Tool (figure 4)
One of HP's greatest strengths is our ongoing, consultative guidance. We truly care about our clients and want to maximize their print spend to the fullest. We know you want to see an ROI on the dollars you spend with us and on our hardware.

Your HP MPS Consultant utilizes the Hardware Refresh ROI Tool to make device replacement recommendations. HP provides the device operation and acquisition or lease costs, as well as a projected ROI timeframe and anticipated savings over the contract duration.

This tool enables our clients to make informed decisions about their purchases and ensures a return on your equipment investments.

Custom Reports

The previously highlighted reports are part of our standard MPS reporting package provided to clients through the quarterly business review process. HP can also provide customized reports as identified and requested. These reports become valuable decision-making tools as we work together to continuously manage, optimize and improve your print environment.

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