Solution brief

Hand off your day-to-day print management tasks

HP Remote Management Services

What if you could…
- Have your entire print fleet remotely managed by a dedicated HP fleet engineer?
- Cut your print fleet maintenance costs?
- Count on clear SLAs and deliverables?
- Improve print fleet security?
- Gain better insight into your whole fleet?

$ up to
# 40%
savings over onsite administration[1]

Print management challenges

In an ever-changing economy, organisations like yours are under pressure to maximise investments while managing evolving technologies—all without compromising productivity or security.

Plus, the variety of devices you support— along with their different capabilities and requirements—makes print management especially complex. But diverting costly IT hours to print administration strains the budget and slows business operations.

Get help managing your fleet

HP's Remote Management Services lets you offload the day-to-day operations of monitoring and managing your printer fleet for optimum performance.

You provide access to your print fleet via our VPN or yours, and our dedicated staff of HP fleet engineers can help manage your fleet. With our global reach and comprehensive location strategy, you can count on HP to provide continuous, cost-effective remote management. HP's proprietary fleet management toolset and secure ISO 27001- certified access capabilities help ensure secure, efficient service.

Base services
Firmware updates

HP periodically releases firmware updates that address bugs and vulnerabilities and offer improvements. They can help keep your printers secure, tuned, and running efficiently.

HP's Remote Management Services helps you apply firmware updates twice per year. Working remotely:

1. An HP IT print professional reviews release notes and identifies your candidate devices, analysing the benefits, risks, and impacts.

2. HP evaluates your fleet and provides a summary, as well as a recommendation.

3. We provide a rollout plan and help coordinate your fleet updates.

4. Starting with the test devices that you recommend, we update the firmware. Over a specified period, you perform full tests before applying updates to the entire fleet.

5. We perform the coordinated rollout plan, updating and verifying batches of devices. Updates can occur during non-business hours to minimise disruption.

Base services
Configuration management

We work with you to determine your configuration policies and help ensure their implementation across the printer fleet. If changes are made, we can restore settings to your defaults. You can also enforce duplex printing or colour access control policies, which restricts colour printing to only those departments and environments where it contributes to the business.

1. You establish settings policies for features and functionality across your printer fleet.

2. We implement device settings, to ensure a uniform experience for end users and enforce business controls.

3. We apply default configurations to devices that join the network.

   This can be particularly helpful in coordinating break/fix repairs that reset devices to factory defaults. Once the device is repaired, an HP fleet engineer remotely restores settings and gets the device operational again.

Optional services

Password management
Print devices ship with generic, publicly known passwords. HP recommends changing passwords and managing them carefully. Password management helps you implement password control policies and keep passwords locked down. We never have access to the data on internal drives.

1. We coordinate password rolls with you throughout the contract.

2. Working with you, we help implement your policies to make it seamless for end users.

3. When a technician comes onsite and needs device administrative rights, we can unlock it. After the repair, we can relock it.

Device decommission
Before a device leaves the premises, we remotely perform a hard drive Secure Erase to delete any stored print jobs.

Security governance and compliance
This service uses HP JetAdvantage Security Manager (purchased separately) to monitor your fleet and help ensure security settings and controls are maintained.[2] If devices are out of compliance, we ensure settings are restored. We alert you to repeated patterns of device changes. We also manually monitor your multivendor devices.[3]

Proactive diagnostic and support
We review errors and trends to proactively intervene when a potential failure is anticipated. This helps you reduce support calls to HP for a repair ticket. If we cannot resolve the issue remotely, we dispatch an onsite technician, who has details on the issue and the parts needed to fix the problem the first time.

Custom service
HP recognises that every business is unique. You can request services we don't currently offer to complete your Remote Management Services solution.

HP JetAdvantage services

HP JetAdvantage Pull Print Solution Administration[4]
To ensure HP managed pull print solutions are configured with the HP fleet, we can help:

• Ensure the latest configuration, software version, is recorded for pull print devices.

• Provide remote consulting for your end users on how to access print jobs.

• Process customer change requests for adding, changing, and/or deleting users or devices and device settings.

• Troubleshoot errors or problems related to the software solution.

HP JetAdvantage Software Solution Configuration Management[4]
HP remotely re-configures device and HP JetAdvantage Software Solution settings as needed after reinstallation. We ensure the device is added to any applicable software administration tool, and confirm the device is operational.

Why HP?
As a global leader in managed printing and content solutions for large organisations, HP offers technical expertise along with reliable products and services, including:

• Consulting services, including procurement, installation, management, and support that can be customised to enhance your organisation's effectiveness.

• Relationships with industry-leading solution providers.

• Powerful solutions to help optimise your fleet, ensure data and document security, and manage your evolving workplace.

Get started
Contact your local HP representative to:

• Set up a workshop to assess your specific business needs.

• Establish a plan to implement the best solution for today and into the future.

• Identify an environmental approach that can help your organisation save money.

Learn more at
hp.com/go/mps

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[1] In the U.S., an Onsite Administrator (OSA) is priced at $100,000/year (~2,000 devices). In comparison, an HP Remote Management Services agreement covering 8 services for ~2,000 devices is ~$40,000/year. These assumptions/numbers were validated by the Opportunity Consultant community (April 2017).
[2] HP JetAdvantage Security Manager must be purchased separately. For details, see hp.com/go/securitymanager.
[3] Security governance and compliance is the only Remote Management Service that was designed for both HP-branded and multivendor devices. All other services are designed for HP-branded only. Talk to your account team if you want to include multivendor devices.
[4] Optional with HP MPS contract.

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