

Your company. Your choice. A modular approach to MPS.



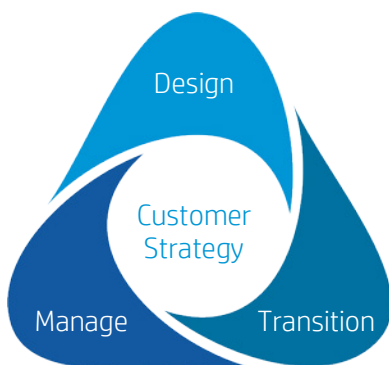
HP Managed Print Services (MPS)

Select the right business services and solutions that fit your needs



What if you could . . .

- Get industry-leading services and solutions to help manage your print environment?
- Select the managed print services that work best for your business?
- Determine the level of involvement you want from HP to help manage your print environment?
- Manage key components of MPS to help drive down costs?



“HP is the most recommended MPS provider and rated #1 in customer satisfaction.”¹

Tailored to meet your needs

As a market leader, HP has provided hardware, supplies, services, and software that make up its broad MPS portfolio. HP is offering a more modular approach to managed print services.

The modules are categorised by the level of customer involvement:

- **Customer led:** You perform or manage the process.
- **Shared:** You and HP coordinate efforts to perform or manage the process.
- **HP led:** HP performs or manages the process.

Customer benefits

The MPS modular service approach empowers you to choose the managed print service level that’s right for you—therefore you control your budget and resources.

- **Easy to understand.** Choose pre-defined, transparent modular service offerings.
- **Choice and best fit.** Select MPS services to meet your office printing requirements.
- **Pay for what you need.** Stay on track and within budget by selecting the services you require and identify who will complete the task.
- **Satisfaction and speed.** Get a fast HP response and a predictable deployment and service experience.

Comprehensive service

The managed service and solution modules are grouped within three key stages: Design, Transition, and Manage.

Design

Achieve the optimum future state and build a transition plan. Services include:

- Assessment
- Discovery
- Fleet Design
- Printer Fleet
- Contract



Transition

Implement the new environment and manage change with minimal disruption. Services include:

- Installation
- Project Management
- Change Management



Manage

Maximise end-user satisfaction and drive new innovations. Services include:

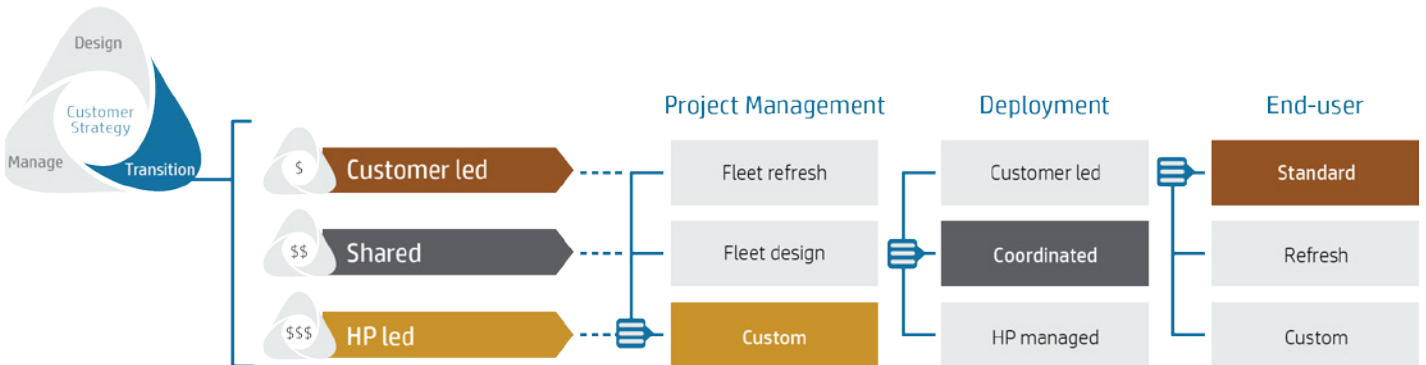
- Customer Relationship and Operations Management
- Support Services
- Supplies Management
- Remote Services
- Reporting and Billing



Through the lifecycle of HP MPS, we will work together to provide insight and recommend improvements to help make your print environment more effective.

Sample MPS module configuration

MPS offers many service modules within the Design, Transition, and Manage stages. The graphic below illustrates some of the levels available within the **Transition** stage. In this example, the customer selected the Project Management: Custom module because they want HP to take the lead in that process. For Deployment, they selected the Coordinated module because they want to be more involved in that phase. And they selected the Standard module within End-user Training because they only require limited training.



“Our challenge with suppliers is finding the capabilities and expertise to work in complex global environments. HP brings the solutions, experience, and reach we need to thrive worldwide.”

– Henrik Trepka, Global CIO, ISS

Case study

Founded in Copenhagen, Denmark, in 1901, ISS is one of the world’s largest facility services providers, with 511,000 employees and activities in 77 countries. ISS provides an integrated facilities services including cleaning, property, catering, support, security and facilities management to more than 200,000 customers. To increase its own global business efficiency, ISS turned to the technology expertise of HP for outsourced HP Managed Print Services (MPS).

ISS began with an HP assessment of its current global print infrastructure, gathering the facts to design an optimal future state. This discovery phase found a complex environment of devices from more than a dozen manufacturers, with no clear visibility into total costs. As existing contracts expire and ISS optimises its fleet with HP printers and MFP devices, the company stands to reduce print costs up to a projected 30-35%.²

Why HP?

Our customers choose HP because we offer the right service at the right price. Modular MPS provides customers with more flexibility and choice when selecting services that will help them optimise their print environment.

As a global leader in managed printing and content solutions for large organisations, HP offers technical expertise along with reliable products and services in the three stages of Design, Transition, and Manage, including:

- **Consulting services**, made up of 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
hp.com/go/mps

¹ ORC International, April 2015, Conducted 980 interviews in AMS, EMEA, APJ.

² For details, see <http://www8.hp.com/h20195/v2/GetDocument.aspx?docname=4AA6-1656ENW>.

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