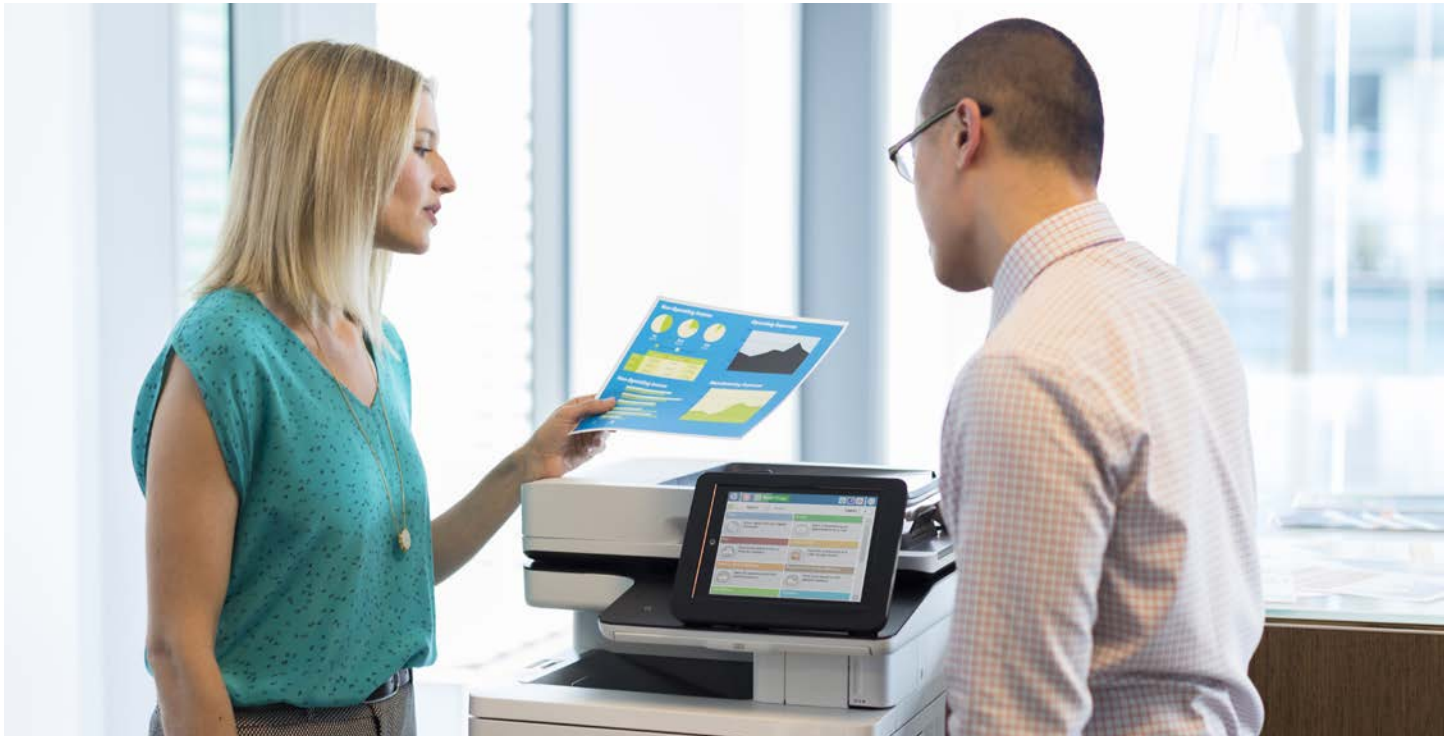


Managed Support Contract



Service overview

Managed Support Contracts offers MPS resellers predictable service and support costs, as well as expanded geographic reach via HP's service delivery network.

Service highlights

- HP Service Contract activated by HP
- Positioned to be incorporated in partner's own Managed Print Service offering
- Service levels equal to Care Pack, part of HP Care
- Directly sold by HP Managed Print specialist partners
- MPS reseller orders Managed Support Contract directly from HP
- Transparent upfront prices, enabling convenient configuration and quotation.

Key advantages

Flexibility

- Flexible payment options; pay upfront, annually, quarterly or monthly
- Flexible duration; plannable in monthly increments
- Flexible modifications; the ability to change a contract's duration or add/remove devices

Simplicity and convenience

- Single contract for multiple devices
- Simple configuration, pricing and quotation
- Service levels and service delivery infrastructure equal to Care Pack
- Aligned pricing between HP Managed Support Contract and special 'Care Pack pricing for MPS'
- Same simple set-up for both installed base and new printers
- Co-terminus



Target customer

- Customer with an MPS need, buying a complete MPS solution from our Channel Partner.
- Feels happy to engage directly with the partner but open to have the service delivered by HP.



Target partner

- Must be accredited MPS Specialist.
- Wants to mitigate service risk on parts and labor (or parts only).
- May not have in-house service department or cannot meet the required SLAs and locations.



Sales and delivery

- Partner sells their own Managed Component based service, including Managed Support Contract (MSC)¹.
- HP provides a price for the required SLA and fleet.
- HP or partner can deliver the service.²

Terms and conditions

To be eligible to sell Managed Support Contracts you must be an accredited MPS specialist and need to nominate a Managed Support Contract champion as a subject matter expert. Delivery requires meeting region's HP service delivery conditions. During on-boarding, direct purchasing access for Managed Support Contracts will be made available.

For more information

To learn more about Managed Support Contracts, as well as other related services from HP, contact your MPS sales specialist.

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¹ Please note that contracts are not for resale.

² This service is offered only for EMEA and NA.

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