

Get end-to-end security assistance

HP Print Security Services

HP Print Security Professional and Managed Services can help keep your company moving forward. Let us manage your security compliance to elevate the security of your print fleet so you can continue to focus on your core business.



The HP Print Security Advisory team has now assessed your risks, developed a custom print security policy, and provided valuable technology recommendations to improve the security of your print environment.

Wondering what's next?

Additional services

Print Security Implementation Services

HP technical experts can help you deploy your security settings, add security enhancements like device certificates, and integrate printers' security events with security monitoring systems (SIEM tools). The implementation experts will incorporate the recommendations from the Print Security Advisory Service into your current device fleet and print environment. These include, but are not limited to:

HP device assessment to ensure that all devices have HP Sure Start, whitelisting, and run-time intrusion detection (HP devices only).

Device hardening, such as integrating Active Directory into the Embedded Web Server or deploying certificates on devices (HP and multi-vendor devices).

Device connection that will set up Instant-On capabilities (HP devices only) and configure devices to send syslogs to the Incident and Event monitoring (SIEM) tools.

Print Security Advisory Retainer Service

This ongoing service gives you access to additional security expertise. For example, credentialed security advisors can help you update your security plan to address

constantly evolving threats, respond to compliance audits, and more. This includes:

Security assessment baseline update—HP Security Advisors can re-assess your print environment, update your security baseline score, and highlight the progress and challenges in meeting compliance.

Ongoing compliance, guidance, and advice to address your unique and evolving needs.

Print Security Governance and Compliance Service

Trained experts monitor print device security and identify potential issues, helping your company sustain protections, prove compliance, and avoid fines. Let HP assume the administrative burden of compliance management. Experts will:

Leverage information from HP JetAdvantage Security Manager. Monitor devices across your fleet for compliance with company policies.

Take action if a device is not being remediated so that all devices are in line with policy.

Perform regular analysis of security settings of fleet and identify suspicious patterns that could put your network at risk.

Get monthly reports to demonstrate proof of compliance for regulatory requirements and to help you update print security action plans.



Remote Security Management Services

Let HP provide continued support for your print fleet through these secure, remote services.

Firmware Management Service: These firmware updates can address any of the following issues: software bugs, security patches, and engineering improvements. HP will perform these updates based on an agreed-upon plan that includes the targeted devices, timelines, and firmware versions.

Device Password Support & Management: HP administrators will remotely manage the setting and resetting of passwords for applicable HP-branded devices and can remotely lock and unlock control panels to enable HP maintenance and support.

Device Decommission Services: HP will remotely access the Device's Embedded Web Server (EWS) menu and securely erase all data on a device's hard disk drive at the end of an applicable Device Term or if HP MPS Technical Support resolution requires the exchange of a device with a hard disk drive.

Device Configuration Management: HP can remotely establish or re-establish device settings that are lost or changed due to a Technical Support fix or a Device replacement.

HP JetAdvantage—Pull Print Solution Administration: HP will remotely operate the pull print solution administrator tool to ensure that the latest configuration and software is recorded for devices and can process change requests in order to provide consultation on how to access print jobs. We can also troubleshoot issues related to the Software Solution.

HP JetAdvantage—Software Solution Configuration Management: HP will remotely re-configure JetAdvantage Software Solution as well as any device settings in the event that a Software Solution is required to be re-installed on a Device, and can also ensure the device is added to the pull print software administration tool to confirm it is operational.

FAQs

What services are already included in my initial Security Advisory Service?

Approximately four weeks after presenting the initial report, a final detailed report, security score, and a detailed recommended action list will be sent to the single point of contact, and a closing meeting will be scheduled.

How can all these services work together?

The Print Security Services provide end-to-end assistance through the initial risk assessment, recommendations, and a roadmap, while the Security Advisory Retainer Service provides the flexible, ongoing assistance from a Security Advisor. HP helps you implement the recommendations from the Advisory Service and manages your fleet compliance over time with the Governance and Compliance Service.

How can the HP Print Security Professional Services team help solve compliance issues due to increased government regulations?

The Print Security Advisory and Retainer Services use industry and government regulations to assess your print security and recommend changes. In addition, the Governance and Compliance Service, leveraging HP Security Manager, provides the reporting to prove that your fleet is in compliance with your corporation's security policies.

I am interested in pursuing one of your additional services. What is my next step?

Talk to your Account Delivery Manager and/or Solution Specialist to learn about the services and take the next steps.

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hp.com/go/secureprinting

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