



HP Managed Print Services

The Region 4 ESC Contract for IT Print Solutions
available through National IPA

Contract Number R171402

Do more than print.

HP Managed Print Services helps you deliver measurable business results.
Find out how much you could save.

In an ongoing quest to streamline your processes and drive down costs, you might be surprised by the savings and greater competitive advantage you can achieve with a fully optimized and well-managed printing and imaging environment. In fact, results have shown that managing your fleet holistically can save you upwards of 30% on your printing costs.¹ And the savings increase exponentially when the scope of work includes automating your paper-intensive workflows.

This is what HP Managed Print Services (MPS) is all about, and why HP has been recognized as a leader in the field by the industry's most respected analysts. So, whether you're interested in reducing environmental waste, increasing productivity while lowering overall costs, or freeing up capital to drive innovation, there's proven value in outsourcing the management of all or part of your print environment to an established partner: HP.

Achieve a flexible, secure print environment—and help save costs

HP Managed Print Services is a comprehensive suite of customizable solutions that span office, production, and agency environments. It offers you a range of leading-edge imaging and printing devices (HP and multivendor), network print management software, supplies (including paper), support, professional services, and document workflow solutions. Through HP MPS, you can achieve a cost-effective, secure, and highly flexible environment that manages all the information that makes your organization run—whether your employees are in the office, at home, or on the go.

HP MPS enables you to manage your imaging and printing assets as an investment rather than as a technology cost center. Through analytics and insights, we proactively help you gain greater visibility into your usage patterns and needs—and help you plan for ongoing improvements. HP also tailors solutions for your industry-specific requirements.



MPS that is scalable and tailored to your needs

Industry-leading network infrastructure management and asset management capabilities are the foundation of HP MPS. They enable remote and secure installation, configuration, maintenance, monitoring, and management of your imaging and printing environment. The overriding philosophy of HP MPS is to offer a scalable suite of services, indicated below, that can be tailored to your needs.

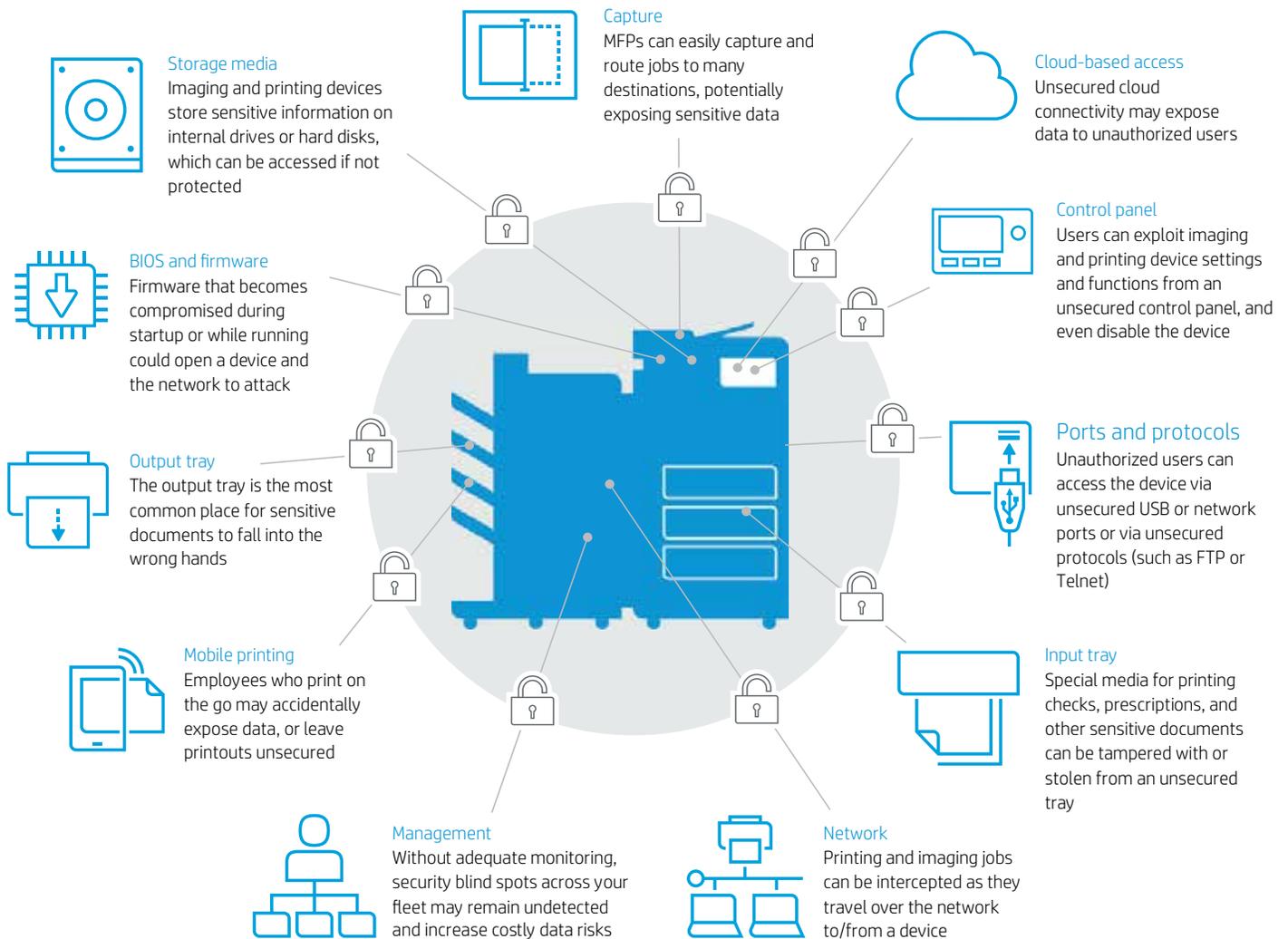
- **Assessment services.** Help you gain visibility into your current usage and uncover hidden costs as you develop a case for change.
- **Financial and procurement services.** Assist you with options as you plan, acquire, retire, and replace your assets to help you achieve a low total cost of ownership (TCO).
- **Transition and implementation services.** Help to ensure that the right equipment is installed in the appropriate location and that your end users know how to make the most of these capabilities.
- **Management and support services.** Deliver proactive support to help ensure an ongoing return on investment through fleet optimization, maintenance, supplies management, and greater visibility into usage trends, capacity, and expenditures.
- **Document and workflow services.** Accelerate results by automating paper intensive workflows and managing the underlying infrastructure that supports our processes.

Partner with a leader in print security

HP is taking the lead to provide technologies and services that reduce the burden on IT while improving security across your print environment. Only HP print security offers real-time threat detection, automated monitoring, and built-in software validation.² We infuse security into every aspect of HP Managed Print Services. We have expanded staff training and evolved our delivery processes to address the top security controls around device hardening, maintenance, data encryption, and built-in malware protection in our devices. Get better visibility to the security status of your fleet with expanded security reporting. HP Secure MPS can also help you close the security gap within your environment.

Critical gaps can occur at multiple points within your environment. Creating a complete imaging and printing security strategy requires coordinated protection of devices, data, and documents, plus comprehensive security monitoring and reporting solutions. With HP Secure MPS, you're more secure on every level, so the trouble that's out there stays out.

Imaging and printing vulnerability points



Protect, detect, and recover

HP printers have the industry's strongest security, with four key technologies that are always on guard, continually detecting and stopping threats while adapting to new ones. Only HP Enterprise printers automatically self-heal from attacks by triggering a reboot—IT doesn't need to intervene.³

After a reboot occurs, HP JetAdvantage Security Manager automatically assesses and, if necessary, remediates device security settings to comply with pre-established policies.⁴ Administrators can be notified via Security Information and Event Management (SIEM) tools such as ArcSight.

HP Sure Start—checks operating code

The BIOS is a set of boot instructions used to load fundamental hardware components and initiate firmware. HP Sure Start technology works behind the scenes by validating the integrity of the BIOS when powering up. If a compromised version is discovered, the device restarts using a safe “golden copy” of its BIOS.

Whitelisting—checks for authentic firmware, digitally signed by HP

Because compromised firmware could expose your whole network to an attack, whitelisting helps ensure the code that coordinates your printer's functions, controls, and security hasn't been tampered with. Firmware is automatically checked during startup, and if an anomaly is detected, the device reboots to a secure, offline state and notifies IT.

Run-time intrusion detection—monitors memory activity

HP's run-time intrusion detection helps protect devices while they are powered on and connected to the network—right when most attacks occur. This technology checks for anomalies during complex firmware and memory operations, automatically stops the intrusion, and reboots.

HP Connection Inspector—inspects network connections

Stop malware from “calling home” to malicious servers, stealing data, and compromising your network. HP Connection Inspector evaluates outgoing network connections to determine what's normal, stop suspicious requests, and automatically trigger a self-healing reboot.

Reduce waste and energy use with MPS

A typical office environment can have a printer on almost every desk, along with fax machines, copiers, and other single-use devices throughout—many old or outdated. HP MPS helps assess your print needs, placing the right type and number of devices in the right locations. With energy-saving technologies and products organizations can reduce energy use with features that automatically shut off HP devices when not in use and instantly turn them on when you need them. Choose ENERGY STAR® qualified HP hardware products that deliver even more energy savings.

Paper-based workflows are often the norm in a typical office. But unclear printing or workflow- management policies can lead to wasted paper and multiple single-sided, unclaimed, or poor- quality print jobs. HP MPS can help revamp your print strategy by streamlining workflows and improving employee print habits.

- **Digital transformation** - Capture, connect, and communicate documents digitally, improving workflow while reducing paper waste.
- **Automatic two-sided printing** - Print on both sides of a page to reduce paper waste.
- **User-authenticated printing** - Reduce unclaimed print jobs and misprints by with pull- and PIN-printing solutions that enable users to claim jobs stored on networked printers.

Customer success story:

California Department of Corrections and Rehabilitation cuts costs and energy consumption with HP MPS

The California Department of Corrections and Rehabilitation (CDCR) operates one of the world's largest correctional systems, managing more than 130,000 inmates—most housed in 34 state prisons. CDCR also includes a parole division, along with rehabilitative, legal and health care services, and business operations from accounting to human resources. A California law adopted in 2011 requires state IT operations to reduce power consumption by 20% to 30%. CDCR also established goals to reduce costs. HP Managed Print Services (MPS) helps CDCR achieve these goals.

Solution

HP MPS conducted a comprehensive site assessment, then integrated management tools, software options, and consolidated the range of devices found at the agency to more efficient print devices and fleet design.

Business Matters

- Reduce print costs by 52%
- Reduce energy costs by about 40%
- Strengthen enterprise security
- Increase employee productivity
- Help eliminate waste

IT Matters

- Reduce number of devices
- Transition from single-function to multifunction devices
- Gather network data on printer usage, supplies needs
- Deploy digital productivity features, PIN security
- Automate supplies ordering for just-in-time delivery

Why HP MPS?

If your imaging and printing infrastructure consists of too much equipment and too many systems scattered over disparate locations, you're not alone. Yet such an inflexible environment can place unnecessary stress on your resources and budget. What's more, lack of control over your data and documents can negatively impact security, compliance and, most importantly, service.

Through HP MPS, institutions like yours are strengthening their position by increasing productivity, enhancing security, improving environmental stewardship, lowering operational costs, and re-investing for future growth. They are turning their imaging and printing assets into an organizational advantage.

We invite you to partner with HP—an industry-recognized global MPS leader—to streamline the flow of documents and information within your organization. By choosing HP, you can count on:

- **Complete solutions.** With end-to-end solutions and services, HP works with you to identify and address your specific needs today and into the future.
- **Unsurpassed expertise.** HP has more than 25 years of experience with imaging and printing in enterprise environments.
- **Global reach.** With IT professionals in 170 countries, HP has the resources to address your organization's needs around the world.
- **Industry leadership.** HP is recognized as a global leader in imaging and printing, an industry leader in network and infrastructure management, and an organization with a strong commitment to environmental sustainability.

HP MPS on the HP National IPA IT Contract

Learn more at hp.com/go/nationalIPA



For inquires on any MFP or printer purchase such as changes, status, estimate delivery times or expedites, invoicing, or billing questions feel free to reach out to HP Order Management Customer Services (CSR) by calling one of the following toll free numbers and following the prompts:

1.800.727.2472, Option 2, Option 2, Pin 1093 • 1.888.202.4682, Option 2, Pin 1093 • 1.800.888.3224, Option 2, Pin 1093

Resources and contacts:

For product information or quotes

Contact your assigned Inside Sales Representative by calling the HP Welcome Center at 1-800-727-2472 and you will be directed to the first available representative.

Contract number: R171402

For contract questions or escalations contact:

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1. Estimated energy and paper savings based on analysis of select HP Managed Print Services customers' imaging and printing operations using data gathered on devices and paper consumption and comparing with post-MPS actuals or projections. Results depend on unique business environments, the way HP products and services are used, and other factors. Overall printing costs are unique to each company and should not be relied on for savings you may achieve.

2. HP's most advanced embedded security features are available on HP Enterprise-class devices with FutureSmart firmware 4.5 or above and is based on HP review of 2017 published embedded security features of competitive in-class printers. Only HP offers a combination of security features for integrity checking down to the BIOS with self-healing capabilities. For a list of compatible products, see hp.com/go/PrintersThatProtect. For more information, visit hp.com/go/printersecurityclaims.

3. HP's most advanced embedded security features are available on HP Enterprise-class devices with FutureSmart firmware 4.5 or above and is based on HP review of 2016-2017 published embedded security features of HP's in-class printers. HP offers a combination of security features for integrity checking down to the BIOS with self-healing capabilities. For list of compatible products, see hp.com/go/LJCompatibility.

4. HP JetAdvantage Security Manager must be purchased separately. To learn more, please visit hp.com/go/securitymanager.

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