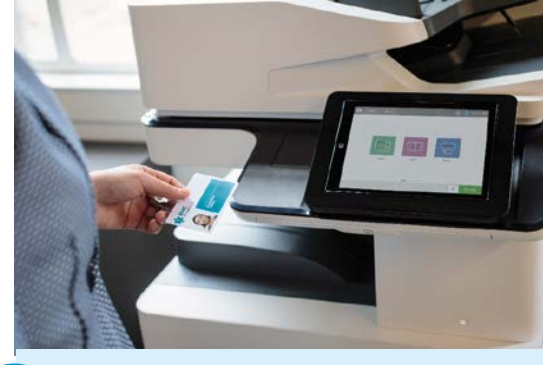


HP EDP and Process Tools Support

Power Support for Questions on HP Managed Print Services Process & Pricing Tools



Scope

- All HP EMEA Channel partners
- During Presales phase (e.g. RFP, POC)

email

phone

1 Technical Support on **Express Decision Portal**

Assistance on HP JAM and HP Managed Devices – mSKUs (*in Postsales phase also*)

Languages : English, German, Italian, Spanish

support.edp.emea@hp.com

International Toll Free Number: see next slide

2 HP ChaMPS Portal support

Users Access, HP Hardware upload (Contracts and Supplies), SCRP ID requests, Reporting and Top Up discount process

Language : English

OPS_Portal.Support@hp.com

Email support only

3 HP Device Connect

HP DC installations E2E follow up - Email support only

Language : English

dca.hit@hp.com

Email support only



HP Value Printing Infocenter

Efficiently Call-to-Solve Our Partners Technical Questions



Scope

- All HP EMEA Channel partners
- During Presales phase (e.g. RFP, POC)
- Technical Assistance
- Partners Labs help
- Languages : English, German, Italian, Spanish



1

Hardware Ecosystem

- On Hardware : MFPs, Value Printers & Scanners
- On Printer Management Software (e.g. HP Web JetAdmin, Universal Print Driver)



2

Solutions

- HP JetAdvantage Solutions (e.g. Access Control...)
- Fleet Management Tools (e.g. Smart Device Services)
- 3rd parties solutions (compatibility) questions
- NFR Software Licenses

Contact

value.printing.presales@hp.com*

International Toll Free Number: see next slide

HP Value Printing Infocenter

You are telling us that your presales experience is great!



Computer Center Feldbach / Germany:

"Thank you very much for your Feedback and Help"



Openland / Portugal:

"As usual a big help to my job"



Rogers Capital / Mauritius:

"I'm really satisfied with the current support."



GOP Iberia/ Spain:

"Until this moment, all the questions has been very well answered! "



Serca/ France:

"Thanks a lot for the fast answers"



JetService Solutions / Austria:

"Thanks a lot for your quick response, lightning speed in fact"

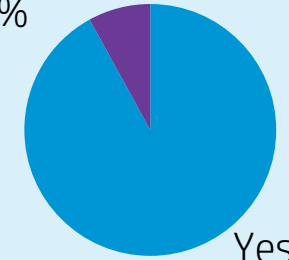


Kupari Data Ltd / Finland:

"..with your good guidelines I will be able to make changes to the contracts ending day as well."

Would You recommend Infocenter services?*

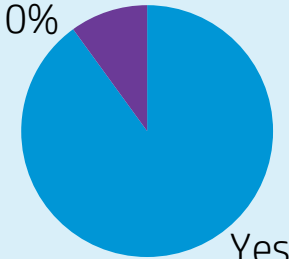
No 8%



Yes 92%

Are You Satisfied about our answers quality?*

No 10%



Yes 90%

*Survey made as of Oct 2017, on 270 partners having called infocenter at least once over last 12 months

EMEA InfoCenter Printing Technical Presales Support

Assistance Selling HP Printers and Printing Solutions



Contact Information Mo-Fr. 0800-1700 CET (during Holidays as communicated)

value.printing.presales@hp.com (For technical Support on Printing Solutions, Services and Value Products)

support.edp.emea@hp.com (For mSKUs Postsales, cMPS JAM, EDP Support)

OPS_Portal.Support@hp.com (For HP ChaMPS Portal support only)

dca.hit@hp.com (For HP pMPS JAM support only)

NEW Local Toll Free Numbers for your Country:

***TOLL-FREE Number. Please be aware the Hotline cannot be reached from IP phones. We recommend to use mobile or traditional land lines telephones.**

+44 20 3788 2730 for all other countries

Austria	0800701034
Belgium	080058246
Czech Republic	800722144
Denmark	80400149
Estonia	8002635
Finland	0800520028
France	0805980378
Germany	08006271059
Hungary	80200207
Ireland	1800832712

Israel	1809452999
Israel	1809349113
Italy	800598954
Lithuania	080000339
Luxembourg	80040086
Netherlands	08000201796
Norway	80062113
Poland	0800188968
Portugal	800600067
Russia	88005009269

Saudi Arabia	8008444178
Saudi Arabia	8008500366
Slovakia	0800500046
Slovenia	080488886
South Africa	0800166330
Spain	800000188
Sweden	0201203026
Switzerland	0800566783
Turkey	08503902704
UAE	080003305057
United Kingdom	08000260704



HP Channel Print Tools Support

Service Coverage on German and Spanish Bank Holidays

FY18



We, Oct 3rd – Day of German Reunification

support.edp.emea@hp.com (EDP, JAM, mSKUs)

Support in English e-mail only (JAM & mSKUS)

Regular Support for EDP (Phone & Email)

OPS_Portal.Support@hp.com (ChaMPS Support)

No support during this day.

Dca.hit@hp.com (Device Connect Support)

No support during this day.