

EMEA MPS Non-Reporting Devices (NRD) Process

What is the scope of the process?

The scope of this process is to manage the resolution of Non-Reporting Devices (silent devices) and fleet maintenance for MPS Customers. This is done by monitoring, reporting and resolving Non-Reporting Devices.

What is a Non-Reporting Device?

A Non-Reporting-Devices is a device that is not reachable by HP remote monitoring serves for a period of 5 continuous days, or at least three collecting attempts.

What is the impact of having a device not reporting?

This impacts supplies deliveries and Break & Fix Services, click collections and may have therefore serious financial impact for both the reseller as the end customer.