Brief

Do what you do

HP Managed Print Services

No doubt, you have plenty to do. Let HP Managed Print Services manage your printers and help keep your workplace running smoothly. We'll help you reduce costs and free up your time—so you can do what you do best, even better.

With HP Managed Print Services, you can...

- Lower printing costs by implementing a targeted print strategy for improving processes and increasing efficiencies.

- Reduce the need for IT support for your printing environment, so your IT staff can spend more time on strategic projects.

- Manage and deploy devices and supplies from multiple vendors in a more convenient and effective manner.

- Ensure that your imaging and printing devices are being used in the best ways for your employees and your business.

- Increase employee productivity by reducing device downtime.

Multifunction printers (MFPs), copiers, scanners, and fax machines are vitally important to most organizations. But managing these devices can be complicated, time-consuming, and costly. What if you could manage, optimize, and improve your print environment, and help save money at the same time? At HP, we're experts in managing documents as well as print devices.

With our HP Managed Print Services (HP MPS) program, we're helping businesses of various sizes achieve more with their print environment. Our tailored printing service can help manage and optimize your printers and copiers, as well as improve business processes, allowing you to focus on what matters most in your business.

Experience world-class service and real cost savings

HP MPS offers world-class print management—removing the headaches, and helping you realize significant cost savings. In fact, studies show organizations that implement managed print services reduce their printing costs by an average of 30%.[1]

Our team of people, combined with our processes, and technologies make all the difference: from the assessment and proposal phase, to setup and maintenance, reporting and reviews, ongoing optimization efforts, and document workflow solutions. Working together with local HP partners, we're able to provide special attention to each of our MPS customers.

Keep your print fleet up and running—without the hassles

HP MPS offers fast response times and service you can depend on. Our technicians arrive onsite quickly, in many cases within 2 hours of a service call. And because they're empowered with the tools, information, and parts they need, they're able to fix most problems on the very first visit.

See the business benefits of strategic print management

Choosing HP MPS means more than just making sure your printers and copiers work properly. By gaining control of your printing environment, and capitalizing on improved document workflow processes, you can address key business priorities.

[1] Photizo Group, "A CXO's Guide to Managed Print Services," March 2011.
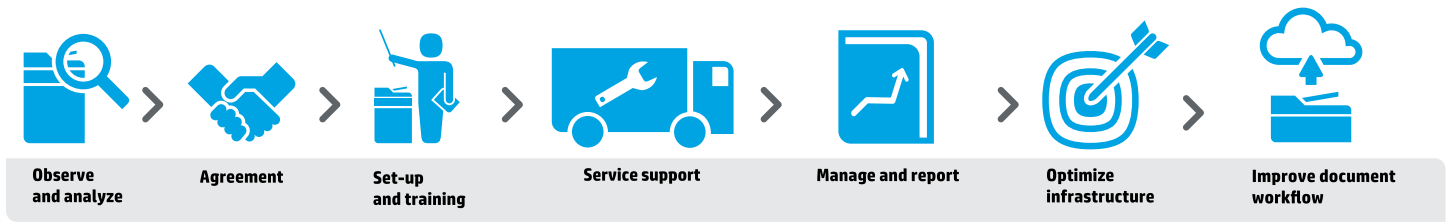
| Observe and analyze | Agreement | Set-up and training | Service support | Manage and report | Optimize infrastructure | Improve document workflow |

Figure 1
The HP Managed Print Services strategic approach.

Follow a proven path to success

To be successful, you need a consultative partner with a vision of where your organization wants to go, along with the expertise to get you there. HP MPS offers a technology-based, results-oriented approach to managing your print environment, built on the premise that printing and document management are essential parts of your IT architecture. Because we recognize the importance of incremental and continuous improvement, you will be better able to respond to changes in your business as they arise.

Observe and analyze
During the initial assessment of your print environment, we'll gather relevant information from all of your devices— including HP and non-HP devices. We do more than just analyze your print environment. Part of the process is collaborating with you to define and understand your future goals and ensure they are included in our proposed plans.
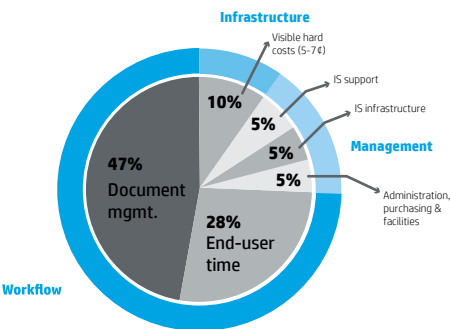
Burdened cost = 47¢ to 63 ¢
Total office documents costs = 52 ¢ to 70 ¢ per page

Figure 2
For every $1 spent on printing costs another $9 is spent to manage it over the life cycle of the document.

When we've completed our detailed analysis, we will provide targeted recommendations for managing your print environment, optimizing devices and locations, and improving business process workflows. With the insight we gain during this process, we can make recommendations to help you make the best use of devices, so you can control costs and improve productivity.

Setup and training
Once you've reviewed our customized pricing proposal and signed an agreement with HP MPS, we'll start putting plans into action. First, we'll apply a sticker with a unique identification number to every device under contract, so users can immediately begin requesting service and your IT staff can concentrate on other aspects of your business.

As part of the transition process, we'll help you set up new devices, retire old ones, and implement any new software solutions. Plus, we'll work with you to clearly communicate new processes or device changes to key stakeholders and end-users to ensure a successful transition.

Manage and report
Now, when service issues arise with your devices you can count on fast resolution— whether it's a simple paper jam, or a more complex maintenance procedure. Users can submit a service request directly, with no need for IT involvement. They can log in to our website, or simply call the service number on the device ID sticker to quickly reach a dedicated agent. Our technicians arrive onsite quickly, and the majority of the time, they're able to repair the device on their very first visit.

With HP MPS you'll no longer have to worry about storing, managing, or replacing printing supplies. Our service includes supplies replenishment and inventory management.

At our quarterly business reviews, we'll provide a detailed report on your actual device usage and offer advice for getting the most value out of your printers and copiers.

Optimize infrastructure
Another great service that HP offers is a detailed assessment of your print processes and business process workflows. Our optimization experts will analyze your needs and propose custom solutions to help your business operate at peak efficiency. By placing existing devices where they will be most useful, retiring your legacy devices in a responsible manner, and employing the latest technology, we'll help you achieve a balance between your total cost of printing and the needs of your users—so employees stay productive.

Improve and transform business processes
You may be surprised to learn that the bulk of document costs are not in the infrastructure and management of printing devices. Rather, most of the costs are in end-user time, and in the flow of documents within organizations, and between organizations and their customers. In fact, in a typical enterprise, industry experts estimate that for every dollar spent on the hard costs of printing, another $9 is spent managing the printed documents over their life cycles[2] (see figure 2).

By transforming paper-based and digital processes to accelerate your business, you can reduce printing costs and increase office productivity. In addition, we offer a variety of custom solutions that can help address security and regulatory requirements, support the needs of your mobile workforce, provide detailed job accounting, and much more.

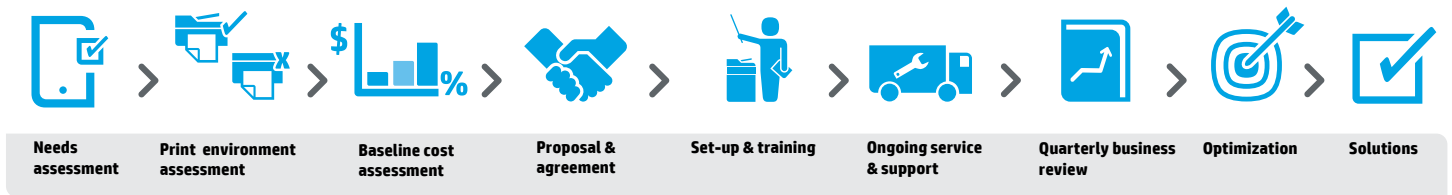[2] All Associates Research, EDAM white paper, 2009.

| Needs assessment | Print environment assessment | Baseline cost assessment | Proposal & agreement | Set-up & training | Ongoing service & support | Quarterly business review | Optimization | Solutions |

Figure 3
A step-by-step view of the HP Managed Print Services engagement process.

The value of original toner

HP's Managed Print Services program uses originally manufactured toner for all printers and copiers under management, including HP. Don't be fooled by low cost and exaggerated claims of reliability by toner remanufacturers. Remanufactured cartridges don't always live up to their promises. Because we are committed to providing our customers with the highest level of product, supplies and service satisfaction, it's important to start with the most reliable supplies we can provide.

Remanufacturing is a manual process that can lead to cartridge damage and may cause performance and print quality problems. In a survey of HP LaserJet users, Lyra Research found that 42% of customers using non-HP toner cartridges experience problems with those cartridges. Also, 22% of customers that use non-HP toner cartridges have a cartridge fail, leak, or run out of toner prematurely, leading to excessive service needs and print quality issues.

For toner cartridges you can depend on, the choice is simple; originally manufactured toner is the best choice for reliable printing. HP technology delivers exceptional reliability and consistent print quality[3]. And, with a legacy of printing excellence, more than 9,000 imaging and printing patents worldwide, HP continues to offer innovative printing solutions.

[3] A QualityLogic 2010 study compared Original HP LaserJet toner cartridges with seven brands of non-HP toner cartridges sold in North America for the HP LaserJet P1505 and P4015 printers, HP 36A and 64A. For details, see www.qualitylogic.com/NAmonotonertest.pdf
[4] Services were provided by Printelligent, now an HP company.
[5] This customer's results depended upon a unique business environment, the way it used HP products and services, and other factors. These results may not be typical; your results may vary. The full case study is available at: https://h30406.www3.hp.com/campaigns/2010/events/all-casestudies/index.php

Real results
Salt Lake Regional Medical Center

Built in 1904, Salt Lake Regional Medical Center has a legacy of service and commitment to quality medical care. Over the past 100 years, the medical center has evolved over the years and so has its imaging and printing environment.

Mark Runyan, Director of Information Services, created a strategic plan with the help of his HP MPS Consultant to replace expensive copiers with efficient HP MFPs that would help streamline business process workflows and support the creation of electronic health records for patients in their hospital. Additionally, the HP MPS service technician's continual oversight of their devices kept IT staff involvement with printers at a minimum, allowing their team to focus on more strategic IT objectives.[4]

"We rely on and trust HP recommendations to help select devices and solutions to meet our needs. From there, the HP MPS team starts to take care of the devices. They keep the fleet up and running, and I don't have to be involved in the day-to-day support needs," shares Runyan.

Throughout their long-term engagement with HP MPS, the hospital has implemented new

business processes. They have maintained their IT headcount while expanding their capacity to support an increased number of end-users. HP MPS allowed the IT team to remain focused on critical business needs.[5]

Real results
Bank of American Fork

Locally owned and highly ranked, Utah's Bank of American Fork (BAF) was founded in 1913 and thrives by putting its customers first.

When Robb Colborn, Vice President and Controller, joined the bank in 1997 it had switched from HP Managed Print Services to another provider. With the new provider, service levels deteriorated, bank employees spent more time maintaining supplies, and devices were not being repaired in a timely manner. Frustrated with inadequate service, Bank of American Fork returned to HP MPS in 2009.[4]

"As a community bank, Bank of American Fork differentiates itself from competitors through exceptional customer service. That includes the operational efficiency gained with an HP print fleet maintained and optimized through HP MPS. We know it's going to work when it's HP, and nobody can touch HP MPS for service quality," says Colborn. "The high performance and reliable uptime we get from HP ensures that when customers walk in the door, we can take care of their needs on the spot with no downtime, no hassles."[5]
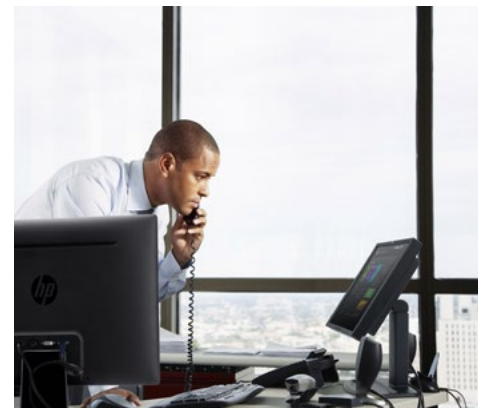
Real results
Fabian & Clendenin

Salt Lake City law firm Fabian & Clendenin meets its printing challenges with HP Managed Print Services (HP MPS). Results include greater office efficiency, reduced costs and improved satisfaction among the firm's legal professionals. The firm prints more than 100,000 pages a year. "I would not be able to serve all the needs of this firm without HP," says Jed Brian, an IT consultant with Fabian & Clendenin's outsourced IT provider.

HP MPS proposed and deployed a printer solution to match the various staff needs. Scanning features support sharing documents digitally. HP quarterly reporting now provides a view into usage and changing needs, allowing the firm to continually adapt and improve the efficiencies initially put in place.

Mr. Brian recommends HP MPS to peers at other law firms. "Any time people are having printer issues or looking into managed printing, we recommend HP MPS," he says. "Since we started with HP MPS, our printers work better and last longer, employees are empowered to do their jobs better, and everything runs smoothly. The service is outstanding."

Learn more

Watch the HP MPS Saves the Day video
http://h20621.www2.hp.com/video-gallery/us/en/sss/1418570273001/r/video/

Watch the HP MPS Overview video
http://h20621.www2.hp.com/video-gallery/us/en/sss/1678493253001/r/video/

For more information, contact your HP Managed Print Specialist or visit
hp.com/go/mps

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