



Exploring an HP MPS Program

Getting Started with MPS

Congratulations! You are ready to start exploring a Managed Print Services (MPS) program for your organization. We will work together to create a tailored program to manage, optimize and improve your print environment over time. MPS is a journey – not a destination, and we'll be right there with you each step of the way.



Introduction

We are pleased you are considering HP MPS. It will help you meet the goals of reducing the burden of supporting your print fleet while minimizing supplies inventory tasks. In addition, it has been our experience MPS clients realize cost savings and gain efficiencies in the workplace. We'll jointly examine four areas of management:

- Materials (supplies and service)
- Assets (pages and printers/copiers)
- Users (printing and people)
- Documents (creation and processes)

Needs assessment

HP will conduct a meeting to discuss the print management needs of your organization with your MPS stakeholders, or those who have responsibility for printing. Discussion topics will include:

- Creating a strategic print strategy to guide decisions about your print environment
- Managing your print environment as is and improving efficiencies over time
- Identifying software solutions for improving workflow and document management

Each of the four areas of management will be discussed and documented to create a current state of your print environment from which we'll improve over time.

Print environment assessment

Next we will jointly engage in a print environment assessment documenting your current print fleet, including the make/model, office location and print volume for each device. Collecting this information is critical for proposal development, and serves as the springboard for recognizing cost savings and improved efficiencies.

Figure 1 – Getting started



Figure 2 – Initiating MPS service and Ongoing Improvement

The recommended way to complete the collection of needed data is to install a data collection agent (DCA). A DCA is a small application that pings all print devices within a specified IP Address range to collect device data and securely transmit the data to HP. The DCA pings only print devices and serves no other purpose than to gather the data described. Alternatively, manual methods for collecting device data can be explored; however, installing a DCA is required for most organizations to enable invoicing once MPS services are initiated. If your organization is considering proactive supplies replenishment and support, a DCA is required.

See **Learning Series – FM Audit Suite** or **HP Universal Device Agent Security Brief** to learn more about how a DCA works. Also see **Learning Series – Automatic Toner Replenishment** to understand this optional service and end-user requirements.

HP will create a documented device list using the data collected from your own print environment. In some cases (depending on the size of the organization) it is also helpful to document the location of each device creating a current map of the print environment. A mapping exercise requires a separate statement of work and may incur additional charges.

Baseline cost assessment

The next important step we'll take together is to document your organization's actual spend for supplies, parts and consumables. This information helps our analysts approximate the current costs of your print environment. Once this information is gathered, HP can create an overview of the total cost of printing for each engine type, using your own data.

Proposal and agreement

With a documented list of print devices and your consumable costs noted, HP will prepare a compelling proposal comparing the current support costs of each device with the HP MPS offerings available to you, indicating the potential savings our program can bring.

Now what?

Several activities take place once a contract is signed to initiate service. A brief overview follows. A more detailed overview is provided in **Learning Series – You've signed an HP MPS Contract**.

Set-up & training

As you initiate your MPS program, your devices receive a health check and are tagged with a printer sticker providing instructions for end-users to request supplies and service. If you order new devices at the onset of your MPS program, device training can be provided as needed. Depending on the scope of your MPS program, HP will make recommendations to help you communicate expected end-user behavior including how to request supplies and service within the parameters of your new MPS program.

Ongoing service & support

Your end-users can start to request supplies and service immediately after stickers are placed on your printers/copiers. HP will start to manage the supplies and service needs of the print environment as is, and you will start to realize cost and time savings immediately.

Customer business reviews

Each quarter (or as needed/preferred) an HP Account Delivery Manager will meet with you to review print fleet performance and service history. We will also be prepared to make recommendations for improving your print environment based on your print strategy goals. Extensive analytical reports are shared providing visibility into the performance of your print fleet.

See **Learning Series – HP Managed Print Services Reporting** for a glimpse at the reporting toolset used for customer business reviews.

Optimization

HP will provide optimization recommendations during periodic business review meetings. Recommendations will include device repositioning, removal, retirement or replacement. HP recommends a balanced deployment of devices including varying sizes of devices with differing capabilities to help meet the needs of all employees. Use case, printing tasks and device

location are taken into consideration, along with print volume, need for color printing, media sizes, and requirements for finishing options such as stapling and booklet printing. Also, some employees or workgroups might benefit from having devices with solutions accessed directly from the device, supporting functions such as scan-to-cloud or pull printing. All of these factors play a role in the recommendations provided for optimizing your print environment.

Solutions

HP recognizes three pillars in software solutions: Cloud, Big Data and Security. We have developed many proprietary solutions such as HP ePrint supporting mobile device printing, and HP Access Control to enable secure printing functions while minimizing print waste. We also have strong partnerships with software companies offering solutions to fit specific industry requirements or departmental considerations. As we work together, you can trust HP to recommend solutions to help your organization meet your print strategy goals.

MPS is a journey – not a destination

Following this approach, HP will become your trusted long-term print advisor, in partnership with your HP Partners. This partnership is a powerful combination designed to help your organization understand the true value HP offers.

The benefits you may realize from initiating an MPS program include:

- Improved cost savings
- Increased visibility of your own print environment
- Integrated solutions helping document and printing technology work together
- Expanded document management compliance
- Engaged and reliable break/fix service for your print devices
- Proven product reliability in HP print devices and HP Genuine OEM supplies
- Reduced support burden for IT, procurement, and finance employees

HP – Making it Matter

For more information go to:
hp.com/go/mps

