

HP Managed Print Services



Technology for better business outcomes



If your business is like most, you've succeeded in making your IT costs and infrastructure more transparent and controllable by consolidating your networking and computing environments. Now, with imaging and printing an integral part of business-critical processes, it's time to cast a critical eye on your print environment, too. As with computing, imaging and printing must be viewed as a system that can be optimised and managed across your organisation.

What if you could...

- Reduce costs by gaining visibility and control over your printing technology, assets and supplies?
- Free up time for IT and end users to focus on the core business?
- Improve productivity and accelerate business results with enhanced document workflows?
- Mitigate security and compliance risks with authentication, authorisation and auditing solutions that help control access to documents and data?
- Increase environmental sustainability with energy-efficient products, as well as software and services that help you better manage print volume?

That's alternative thinking about printing.

HP Managed Print Services at a glance

Optimise your imaging and printing infrastructure, control assets and costs, and improve document workflows with HP Managed Print Services (MPS). HP MPS provides proactive end-to-end management of your imaging and printing needs from a single, globally trusted partner.

Industry-leading network infrastructure management and asset management capabilities form the foundation of HP MPS. These powerful capabilities enable remote and secure installation, configuration, maintenance, monitoring and management of your imaging and printing environment.

HP Managed Print Services include:

Assessment Services—Gain more visibility of your current usage, uncover hidden costs and develop a business case for change.

Financial and Procurement Services—realise lower total cost of ownership—from planning for and acquiring your new technology to retiring and replacing it.

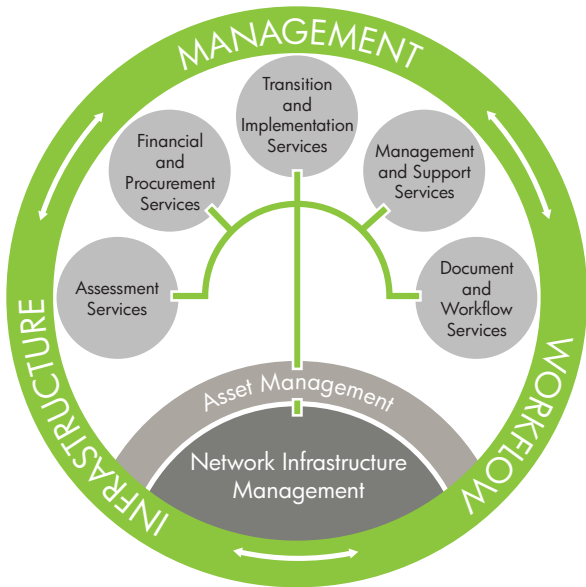
Transition and Implementation Services—Make sure that the right equipment is installed in the appropriate location and that your end users know how to make the most of it.

Management and Support Services—Enable ongoing return on investment (ROI) through fleet availability and optimisation, support and supplies management and greater visibility into usage trends, capacity and expenditures.

Document and Workflow Services—Automate paper-intensive workflows and better manage the underlying infrastructure that supports your processes for accelerated business results.

Figure 1. HP Managed Print Services

HP Managed Print Services offer flexible imaging and printing services that enable organisations to adapt quickly to ever-evolving business and technology environments.



HP at work around the world

Viacom

Viacom is a leading global entertainment content company. Its family of brands includes MTV Networks with favorites like MTV, Nickelodeon and approximately 155 networks around the world. As the date approached for Viacom's corporate copier contract to expire, the company decided it was time to look at all the available options. Viacom began talking with HP about how it could do things more holistically. Could it make the printing and copying environment more streamlined? Reduce costs? And perhaps even come up with a "greener" way of doing things? The answer, in every case, was "Yes."

- Anticipated cost reduction of 20 to 25 percent for printing and copying
- Improved document workflow, improved color and copy quality, faster printing and copying speeds for most employees
- 50 percent reduction in number of print, copy or fax devices
- 12.5 percent reduction in number of pages printed
- Energy use for printing slashed by 62.5 percent (for a cost savings of \$114,409)
- Expected reduction of CO₂ emissions of nearly 839,000 lbs.

"We used to have a multi-vendor print environment with 17,000 machines and 140 different models. Our Managed Print solution from HP has now reduced that to 6,000 printers and just six basic models, and it's saving us 5 million Swiss francs (€3M) a year."

Ate Hollander, product manager for output services and office automation, Swiss Post

Swiss Post

Switzerland's national postal service, Swiss Post, had a complex print environment that was difficult to manage and cost 16 million Swiss francs (€9.9M) a year to run. Thanks to a new HP Managed Print Services deal, Swiss Post has reduced the complexity of its print landscape and is now saving 5 million Swiss francs (€3M) a year.

- Easier management through drastic reduction from 17,000 printers to 6,000, and 140 printer models to just six
- Remote management makes consumables ordering and usage reconciliation more efficient.
- Greater convenience with fewer printer drivers and simpler staff training
- Swiss Post saves five million Swiss francs (€3M) a year on its print costs.
- Having efficient print services in all its 2,500 post offices enables Swiss Post to provide a better service for the public.
- Cutting costs and increasing efficiency enables Swiss Post to meet its commitments as a publicly funded organisation.

Gartner's Perspective¹

Gartner, Inc. placed HP in the Leaders Quadrant in its Magic Quadrant for Managed Print Services Worldwide. The Gartner Magic Quadrant positions vendors according to their "ability to execute" and their "completeness of vision" in managed print services. According to the report, Gartner classifies leaders as providing "MPS to a wide range of customers, including the largest and most geographically dispersed, so they must demonstrate a truly global reach. They must demonstrate not only the skills to deliver today's MPS, but also the understanding, initiative and resources to prepare for tomorrow's. Leaders characteristically augment the full scope of MPS with a wide range of added-value services."

Gartner also states that "although most organisations could, in principle, manage office print actively and effectively, in reality many lack the time, the staff, the experience, the tools, and the focus, and simply will not do it on their own. Organisations that manage their printer, copier and fax fleets can save up to 30 percent of their print costs."

Why HP?

Complete solutions—With end-to-end solutions and services, HP can work with you to identify and address your specific needs today and into the future.

Expertise—HP has more than ten 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 company's needs around the world.

Leadership—HP is recognised as a global leader in imaging and printing, an industry leader in network and infrastructure management, and a company with a strong commitment to environmental sustainability.

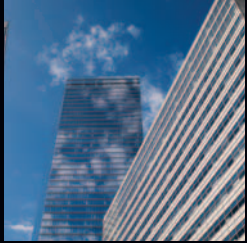
To learn more, visit www.hp.com/apac/enterpriseprint/services.

How do you get started?

Contact your local HP representative to:

- Set up a discussion or workshop to assess your specific business needs.
- Establish a plan to implement the best solution for today and into the future.
- Identify the MPS environmental approach that can help your company save resources and money.

To learn more, visit www.hp.com/apac/enterpriseprint.



¹ Source: Gartner, Inc. "Magic Quadrant for Managed Print Services Worldwide" by Ken Weilerstein et al, Sept. 24, 2008

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HP three-part approach

HP works with you to assess, deploy and manage an imaging and printing environment tailored to meet your business needs, while helping you reduce costs, conserve resources and simplify document-intensive processes. HP's three-part approach:

Optimise infrastructure

HP can help you achieve a balance between your total cost of printing and your needs for user convenience and productivity.

Manage environment

Working together, HP can help you maintain your optimised infrastructure while improving business efficiency and tightening security.

Improve workflow

By streamlining your document-intensive processes, HP can help you deliver a more efficient environment for capturing, managing and sharing information.

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