



HP Universal Print Driver Consulting Service

Service brief

The HP Universal Print Driver Consulting Service delivers onsite technical consulting by HP experts who can help you get the most from your printing environment. Through consulting and demonstration, the service provides training in the use of all Universal Print Driver functionality—including important functions for managing and administering printer groups.

Designed to help save you time and improve the efficiency of printing operations, this service includes:

- One-on-one advanced administrator education for the Universal Print Driver (UPD) and associated tools
- Strategic and administrative guidance about UPD use model options
- Managed Printing Administration policy strategy recommendations

Service delivery

The consulting service is delivered as follows:

- Your request for service is channeled by your HP sales representative or solution architect to the HP Universal Printer Driver consulting team
- It is evaluated in terms of the time necessary to achieve the desired results and the required final deliverables

- The HP sales representative or solution architect then presents a specific service offering, in the form of a statement of work, for your approval
- After you have approved the statement of work, your consulting engagement is scheduled and delivered

As an option, you can request Advanced Universal Print Driver phone support, which will provide you with a higher-touch, more advanced technical support choice. Advanced Web Jetadmin support includes:

- A one-year support contract
- Phone support available standard local business hours

Key benefits

By relying on the HP Universal Print Driver Consulting Service, you can:

- Reduce time spent certifying, deploying, and managing drivers
- Reduce print-driver-related help desk calls
- Improve your printing experience
- Take advantage of additional UPD functionality by using the HP Managed Printing Administration software or Active Directory templates to create printer lists, user groups, or print policies

Service deliverables

Key components of the Universal Print Driver Consulting Service include education, demonstration, advanced administrator training, imaging and printing environment assessment, project planning, UPD deployment strategies, best practices, certification and actual deployment.

Components can include in-depth, interactive dialog about the specific deliverable topic and/or a live demonstration with regard to specific capabilities and functionality in support of the deliverable topic. They may also include actual implementation and configuration of the specific capability/functionality.

An HP printing expert can assist you with the following:

- Advanced administrator and additional audience education for the Universal Print Driver and associated tools
- Demonstrate installation of Managed Printing Administration (MPA) software
- Demonstrate installation of HP's Universal Print Driver (UPD) on one (1) designated server and one (1) designated client
- Demonstrate the command line installation process and features
- Demonstrate and discuss the UPD Dynamic Mode and Traditional Mode (Point and Print) use models
- Demonstrate and discuss Administrative implications of different UPD use models (listed above)—for example, client vs server-side rendering, queue creation, client SW management, network traffic, among others
- Demonstrate and discuss Managed Print Policy in MPA—overall functionality, setup, maintenance, operational models, among others
- Demonstrate and discuss deployment options and end-user experience (queue migration)
- Demonstrate management capabilities of the UPD Administrative Template (Active Directory)

- Demonstrate and discuss Managed Printer Lists in MPA, including:
 - Device/Queue Discover, WJA Integration, Local Discover, Shared Queue Discovery, among others
 - Organizing Printers into Groups
 - Creating and managing Managed Printer List (MPL) views
 - Using the Mapping Tool
- Advanced MPL Topics—Developing multi-tiered navigation to MPL Content
- Create Managed Printer List (MPL)
- Custom policy configuration per user or group.
- Provide instruction for integrating administrative templates into active directory
- Create custom install scripts (Login or SMS, depending upon environment)
- Discuss custom solutions for UPD (FollowMe printing, SecureJet, among others)
- Discuss and demonstrate SNMP and mDNS network protocols
- Discuss and demonstrate Secure Job PIN print and lock
- Discuss and demonstrate device access control.
- Provide approved instructions for UPD server and client install
- Produce final report documenting the consulting engagement and providing recommended strategies regarding UPD deployment

For more information

To find out more about the HP Universal Print Driver or the HP Universal Print Driver Consulting Service, contact your local HP representative, or visit:

www.hp.com/go/upd

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