

# Managed Imaging and Printing Services

HP Services



HP Managed Imaging and Printing Services help you focus on your core business by outsourcing management of your day-to-day output operations for substantial cost savings and productivity gains.



In today's competitive environment, companies must improve operational efficiencies at every level—including imaging and printing.

There's no denying it. Budgets are getting cut, belts are being tightened, and expenditures that wouldn't have been glanced at a few years ago are going under the microscope. These days, any company that can't pinpoint exactly how much it is spending on any given part of its business has a serious problem.

Imaging and printing expenses are no exception. Most companies don't realize that:

- Document costs can consume up to 15% of annual revenue\*
- Output fleet management consumes 1–3% of revenue per year\*

- Printers, supplies, and support make up 10–20% of a typical IT budget\*
- Paper output is growing at 21% per year\*
- A significant number of help desk calls are printer-related

\* Combined sources: Cap Ventures 2002, Gartner 2000 and 2001, Giga Information Group

## Key benefits of HP Managed Imaging and Printing Services

Service offerings	Benefits
Assessment Services	Understand your printing and imaging usage, identify costs, create a roadmap for the future
Procurement and Provisioning Services	Acquire the right equipment, install it successfully, identify assets for management
IMACD Services	Obtain day-to-day and lifecycle management of printing and imaging devices and supplies
Global Service Desk	Get a single point of contact for all support services
Output Management Services	Monitor, track, and manage document distribution and delivery

In addition, companies need to address converging printing technologies. High-end multifunction printers that print, fax, and photocopy are evolving from analog to digital and from black-and-white to color.

Existing print assets are often slow, non-standard, inefficient, and over- or underutilized, as well as costly to support and maintain. Enterprises can significantly reduce operating costs by consolidating the traditional standalone devices into advanced multifunction devices. But the introduction of these new assets needs to be properly planned and managed to minimize disruption.

Because print assets are widely distributed, support is often delivered by multiple vendors, creating unnecessary vendor management requirements, uneven service levels for users, and difficulty controlling costs for support and supplies.

## Improve productivity, control costs, and streamline your processes

HP Managed Imaging and Printing Services is a comprehensive outsourcing solution that allows you to optimize your existing print infrastructure, simplify management and support processes, introduce new technologies and print processes with reduced risk, and improve focus on your core business. With these services, HP develops an enterprise-wide imaging and printing strategy and manages your day-to-day operations, helping you enjoy cost savings and productivity gains.

- **Assessment Services** provide you with effective tools for understanding your current imaging and printing asset usage and uncovering hidden costs. Armed with this information, HP can assist you in making fact-based decisions regarding your imaging and printing environment and processes, guide you as you examine potential infrastructure improvements, and work with you to create a roadmap for the future of your imaging and printing environment.



- **Procurement and Provisioning Services** can simplify your device acquisition process not only by providing a single point of contact for all your imaging and printing product and supplies needs, but also by enabling you to submit and track service orders more easily. This suite of services can also free your staff from the tasks of asset assembly and physical tagging of the imaging and printing equipment you acquire, and it can provide optional logical asset creation (for IMACD Services customers). HP offers training on all new HP imaging and printing products, to improve time to productivity and reduce the impact on the service desk when new products are introduced.
- **IMACD Services** provide for the day-to-day management of all your office imaging and printing devices and systems, including usage monitoring and supplies management. These services also provide full lifecycle management of your imaging and printing assets—including physical installation and network connection; driver installation and management; and asset moving, removal, and disposal.
- **Global Service Desk** provides a single point of contact that simplifies the fulfillment of all your HP imaging and printing support services needs. A variety of support services are available through the Global Service Desk, including device break and fix services and help desk support services.
- **Output Management Services** allow you to monitor, track, and manage your document distribution and delivery. Output Management Services manage the infrastructure—including print servers and software—that your business has in place to transmit printing jobs from your PCs and servers to a printer. These services also enable automatic collection and reporting of usage data to enable efficient remote monitoring, plus they provide a means for employees to print documents securely outside the company firewall or to print them privately using an access card or password retrieval.

## Why choose HP Managed Imaging and Printing Services for your business?

HP Managed Imaging and Printing Services address every facet of your output operations. When you choose HP Services to manage your imaging and printing environment, we are accountable for its smooth operation. First and foremost, we free your staff from day-to-day support tasks so they can focus on core competencies. And there are other benefits. A well-planned and managed network of output devices delivers the right resources, at the right time, to the right place, boosting end-user productivity and increasing business agility. Device utilization is appropriately balanced, the risk of technology obsolescence is lessened, and your total cost of ownership is significantly reduced.

## Beyond imaging and printing—the End User Workplace experience

Going beyond imaging and printing, HP's **End User Workplace Management** solution takes a holistic approach to the essential services required to deliver a reliable, efficient productivity environment to your employees. You can standardize desktop, laptop, and mobile PCs, and consolidate disparate help desks, messaging systems, asset management systems, and supporting infrastructure. Reducing the complexity of your IT environment leads directly to cost savings in operations and user support—and to productivity gains for your employees.

- **Managed Desktop Services** provide a standardized, well-managed distributed computing environment for controlled, predictable support costs, efficient use of assets, and reliable services to your end users.
- **Managed Mobility Services** extend the benefits of managed desktop services to your mobile workforce, offering them secure remote access to corporate networks, data, and applications when they need it, from almost anywhere.

### Why choose HP?

In more than 160 countries, our world-class, experienced teams have proven expertise to meet your unique needs. Every day, our teams leverage HP services with over 2,000 business relationship engagements, providing custom solutions for complex problems. We're a trusted partner with a unique breadth and depth of offerings designed to produce tangible savings for your business.

- **Managed Messaging and Collaboration Services** enable your employees to communicate and collaborate with each other, with partners, and with customers.
- **Global Service Desk** provides a single point of contact for end-user support, resolution, and analysis of all requests coming from the end-user environment. The Global Service Desk with eSupport provides personalized support portals and advanced self-help and self-healing capabilities to promote end-user autonomy and drive down the costs of support.
- **Managed Imaging and Printing Services** optimize the local and networked print infrastructure for improved user productivity, simplified management, and reduced costs.

### For more information

To learn more about HP Managed Imaging and Printing Services and other End User Workplace Management services, contact your local HP sales representative or visit our Web site at:

[www.hp.com/hps/printer/pr\\_managed.html](http://www.hp.com/hps/printer/pr_managed.html)

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