



# HP Managed Print Services Topic of Influence: Global

February 2020



# Introduction

Organisations are looking for more than just somebody to take care of their office printing needs. They want a partner who can look at their environment and processes more holistically and support the onsite and offsite printing needs of all their departments, from legal and accounting to marketing and engineering. Essentially, companies are shifting from a product-based to an outcome-based approach.

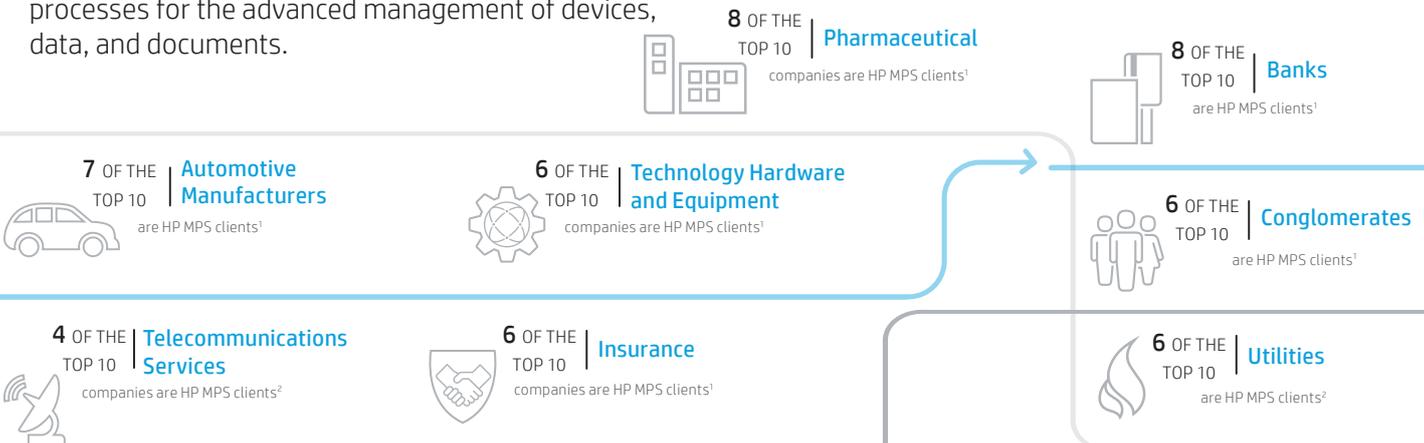
The Topics of Influence series covers the significant factors driving the agenda. In this brochure, discover how HP harnesses technology internationally and optimises its use to reduce operational costs for global clients.

Other topics of influence include the following (for details, click the name to open the brochure for that topic):

- **Diversity.** Helping your organisation realise the benefits of diversity and inclusion as a business value.
- **Doing good in communities.** Discover how HP employees contribute to communities around the world to create a brighter future for all.
- **Financial strength.** Investing our healthy profits in high-quality, innovative products and solutions to improve your business.
- **Mobility.** Implementing a strategy that works for your organisation as it adjusts to changing processes around paper, devices, and the workplace.
- **Security.** Providing the latest security technologies and processes for the advanced management of devices, data, and documents.
- **Service and Delivery.** Ensuring quality, predictability, and reliability with a seamless transition.
- **Sustainability.** Providing the services, products, and solutions to help you optimise resource use and recycling.
- **Vision.** Continually reinventing our company and our technologies so that industries, communities, and individuals can keep creating what matters most to them.
- **Workflow.** Working collaboratively to drive process efficiencies in document capture and digitisation.
- **Workplace.** Transforming your organisation to deliver an efficient work environment for the future.

HP has the most flexible, comprehensive, and scalable offering in the industry. We can tailor our offering from the very basic to the most sophisticated services, depending on client interests. HP Managed Print Services (MPS) is a comprehensive suite of hardware, software, and services delivered in a consultative engagement. With global expertise, we leverage our experience and reach to provide scalable imaging and printing solutions.

Read how HP, as your global, innovative, and strategic partner, is ready to work with you to create solutions that meet your unique needs and help position you at the forefront of your industry.



1 Claims based on Forbes 2018 – Global 2000 World’s Leading Companies, published June 6, 2018; HP Internal Data.  
 2 Claims based on Fortune 2018 – Global 500, published July 19, 2018; HP Internal Data.



HP has a broad global reach – both directly and through a vast global partner network. With 50% of its direct MPS customer base being multinational or global, HP has developed a robust and mature global MPS platform and infrastructure to support and service global customers. Continued investment in its services delivery platform will enhance its global invoicing, reporting and service capabilities, which will be key to expanding its global MPS footprint.<sup>3</sup>

<sup>3</sup> Print 2025: The journey to digital reinvention, Louella Fernandes, December 2019

## Current situation

Technology has allowed organisations to be global operations addressing the needs of clients in every time zone. A global strategy has advantages and disadvantages. The biggest advantage drives enablement of a company to **leverage economies of scale** both in terms of its top line and bottom line performance. The major downside to pursuing a global strategy is that a **one-size-fits-all approach does not work in all markets**. Some markets have particular tastes or are more sensitive to pricing. From another perspective, the companies themselves will wish to see benefits for their employees and will also wish to protect themselves from any aspects of the company's strategy that they regard as being detrimental.

Global companies, like all organisations, are searching for every opportunity to **cut costs** but have a broader challenge with the control points. IT represents an important part of total spending—5% or more in some industries—and its direct contribution to revenues and profits is often difficult to assess. As an unsurprising result, many CEOs and CFOs are eager to squeeze their CIOs' budgets.

CIOs at the corporate or division level generally do have substantial control over the core IT infrastructure components: servers, storage systems, and the associated infrastructure software. But the workplace business applications, processes, and business model sitting above the IT infrastructure are often dissimilar and varied in different regions focused more on local needs than on overall IT efficiency. Across a global company, the result is **often an unwieldy, heterogeneous IT environment** where incompatible (and often duplicative) hardware, applications, and processes grow year by year, in every corner of the organisation, in response to specific immediate needs.

Similar inefficiencies characterise the IT operations of companies in every industry. These multiple hardware and software platforms require substantially more time and money for development, support, and maintenance—at the expense of budgets, new IT capabilities, and business innovation. **Global organisations, by eliminating these duplications and inefficiencies, can reduce IT spending by tens or hundreds of thousands of dollars while improving the quality of the IT operation and the satisfaction of those who rely on it.**



## Challenges facing clients

- Many organisations are looking to deliver a consistent user experience wherever they are in the world to drive higher productivity. This is further underlined with the mobility of the workforce and workplace changes. The pace of change is increasing, and solutions and services in the workplace have developed considerably over the last five years. This pace of change will accelerate even further with developments expected in the future.
- In many organisations, the great diversity of technologies—including programming languages, operating systems, and integration tools—creates tremendous inefficiencies. A careful review will point out redundancies, unsupported technologies, and nonstandard tools that should give way to fewer, more standard systems. The cost savings come from a simpler and consolidated procurement, as well as lower support and maintenance expenditures.
- Effective global management of change often requires alignment of people, processes, and technology resources with the goals and objectives of the change efforts. A transition to the new environment is only successful when local budget holders are motivated and able to adopt and capitalise on the new technologies and processes being implemented.
- Organisations often begin the effort to improve the efficiency of their global environment, but quickly find that managing and sustaining improvement is the bigger challenge. Remote or satellite offices are often a small fraction of the overall organisation size but can represent a considerable cost to IT. These remote locations are often left as the last phase to any project and often left isolated from any global agreements as being too difficult to complete.
- In their new, improved environment, organisations inevitably discover that it's not only important to pay attention to *what* technology, services, and solutions are deployed, but what may be more important is *how* they are managed as global organisational requirements evolve.

# Vision

A global workplace has the ability to drive a **higher level of productivity** for your organisation and the users within it.



A key part of developing this environment is designing a global output strategy leveraging global experience and success in the design, implementation, and management of their imaging and printing environment. The solution employs a methodology that is **globally standardised and predictable, while still being flexible** enough to adapt to the unique requirements of each regional organisation. The service will adapt to the local demands of the organisation, providing greater cost control and providing global reach with local choice.



# HP MPS capabilities

HP's mature MPS platform, a broad hardware portfolio and enterprise-scale technology across the IT infrastructure make it a reliable choice for businesses of all sizes.<sup>4</sup>

<sup>4</sup> Source: Managed Print Services Landscape, Louella Fernandes, December 2019

There are a growing number of large organisations who have improved their imaging and printing environments globally by taking a more holistic and strategic view of how they acquire, manage, secure, support, and dispose of assets involved in printing, copying, scanning, and faxing functions. These organisations have right-sized their printer fleets, refreshed their copier fleets by replacing them with multifunction devices, educated end users, and increased the use of networking technologies to get the most out of their investments. Many are streamlining to one print solution worldwide in support of their efforts to gain improved productivity via a globally consistent experience and increased governance over their global print environment. And perhaps most importantly, they've started to tackle key workflows that help automate the flow of documents and information.

Drawing on extensive experience rolling out managed print services for a wide range of global clients, [HP works with organisations to help them fully realise the potential benefits of optimising their print infrastructure and managing it over time](#). Our experience in creating global solutions demonstrates that establishing governance structures and policies early in the process increases the likelihood that what has been implemented will be used correctly. It is important that the ability to adjust to evolving business conditions is in place from the beginning. Global print policies support the organisation by defining a set of guidelines that end users can understand, follow, and adapt to. Documented print policies also allow management to set clear goals for measuring progress against their plans and communicate those results regularly across the global organisation:

- [Proactively manage change](#). Select a supplier with proven transition capabilities based upon tested processes.
- [Utilise comprehensive fleet management](#). Selecting one supplier to manage the fleets in every country can be a challenging and difficult decision. Ensure that the chosen vendor has the needed capabilities to streamline all of your fleet management processes and reporting.
- [Experience true harmonisation](#). Use one supplier for hardware, supplies, and service globally, one print driver globally, one device per category globally, and have one point of ownership and accountability globally right through the delivery chain in one global contract. A patchwork of service, supplies, and product vendors will not drive the required consistency and control.
- [Work with an IT leader](#). Leverage the global and vertical experience gained from clients with similar challenges and requirements, to proactively plan service improvements, and to enjoy the reliability and forward thinking of balanced operational capabilities, strategy, and market presence.



This is supported by the globally consistent, coordinated approach that HP brings to our worldwide MPS engagements.

### **Global product offering**

- Simplified ordering and pricing management; centrally establish worldwide pricing.
- Streamlined global governance; fewer models to track, improved transitions.
- Increased opportunities to optimise global infrastructure.
- Improved supply predictability with few platforms to monitor.
- Offered under one contract.

### **Global services agreements**

HP provides a broad range of standard service levels across all of the regions in which it operates. These standard service levels can be customised as required to meet needs on a country-by-country and site-by-site basis. With the global standardisation of HP service delivery and our ability to provide a framework of common processes and tools, you can be confident of a consistent approach across all regions and countries.

### **Global account structure**

You can look to HP to coordinate a global implementation plan and provide ongoing support for your managed print services programme. A Global Transition Manager is your single, global point of contact assigned to oversee the global services rollout. They orchestrate regional and country deployment and technical support personnel, who also contribute to the different elements of the rollout project, including discovery and design, implementation, and ongoing management.

An assigned Global Account Delivery Manager, working in coordination with the HP team of regional project managers, works closely with your Global Account Manager throughout the managed print services implementation and through the life of the agreement, so your business requirements are adhered to and you are satisfied.

## Delivering consistently around the world

The global capabilities of HP enable consistent delivery of a globally managed print programme. In order to provide this level of service, HP leverages the following for our global clients:

- **Global contractual framework.** All countries benefit from a common approach and commercial model.
- **Global services and product consistency.** Easier to support while achieving common service levels.
- **Dedicated global account management structure.** A single point of accountability worldwide.
- **Global project plan and schedule.** Common global structure, tuned locally.
- **Change management and training plan.** Ensures you achieve your intended productivity and savings goals.
- **Global priority technical support.** Dedicated, priority support for all of your MPS deployed sites worldwide.
- **Global delivery.** Multiple teams working in parallel following a globally consistent methodology.



# Case study: A global healthcare provider

“Implementing a managed print solution is just the beginning. It creates a foundation that enables reductions in waste, introduces new business capabilities, and streamlines workflow process.”

Feedback from the client

An innovative, global healthcare leader, committed to improving health and wellbeing around the world, collaborated with HP for its managed print services. This client initiated HP MPS as a programme that helps reduce costs while bringing environmental benefits. Driving forward to the next chapter of MPS helps the organisation enhance efficiency, employee productivity, digital workflows, and security, by incorporating the latest technology advancements.



## Problem

- Existing strategy of personal printers coupled with heavy-duty copiers seen as costly and environmentally wasteful
- 94,000 employees reluctant to give up personal printers
- Limited learning curve on personal printers meant any new solution must be very simple

## HP solution

- Rolled out MPS, leveraging a globally consistent fleet
- Deployed proactive fleet monitoring and management with HP Web Jetadmin
- Secured strong sponsorship for the programme; executives led by example in giving up their personal printers
- Implemented basic workflow improvements with scan-to-email and output management capabilities

## Results

- Standardised global fleet to 12 devices
- Decreased number of devices by 80%
- Shifted user-to-device ratio from 1:1 to range of 8–12:1
- Increased duplex printing to 30%
- Reduced printed output by 40%
- Lowered energy consumption (by more than \$40,000 per year at one site)
- Efficiently managed 1,400 SAP print queues

# Our commitment

**Best client experience.** The HP goal for global clients is to help you harness technology and apply it in better ways than you ever imagined. Achieving this goal depends on establishing strong client relationships, complemented by technology that automates and reduces the complexity of doing business. From awareness and education, through purchase, use, support, and upgrades, HP is dedicated to exceeding your expectations. HP has found that a deep understanding of client needs is key to the development of technologies, solutions, and services that deliver uniquely rewarding experiences.



## KeyPoint Intelligence awards<sup>5</sup>



HP serves

6,600  
enterprise  
clients



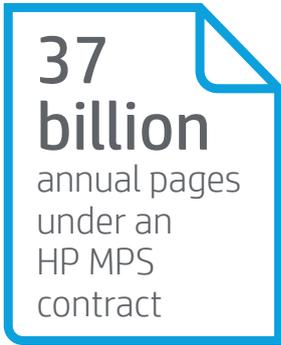
## Leader



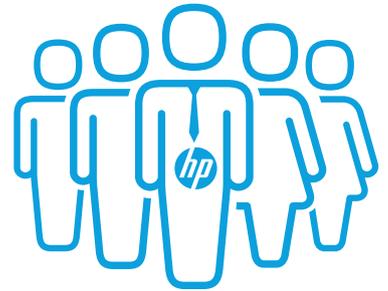
for print and  
document security  
solutions and  
services<sup>6</sup>

37  
billion

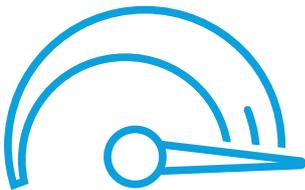
annual pages  
under an  
HP MPS  
contract



HP remains an **MPS**  
leader - Quocirca<sup>7</sup>

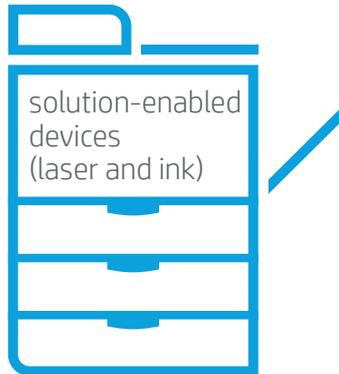


#11  
of best-managed  
companies<sup>8</sup>



HP manages 1 million

solution-enabled  
devices  
(laser and ink)



HP is an  
**MPS market**  
leader - IDC<sup>9</sup>



<sup>5</sup> HP has received awards in the healthcare, education, retail, financial services, security and mobility categories, as well as numerous product awards.

<sup>6</sup> IDC MarketScape: Worldwide Security Solutions and Services Hardcopy 2019-2020 Vendor Assessment (#US44811119), December 2019.

<sup>7</sup> Quocirca, Managed Print Services Landscape, 2019; Louella Fernandes, December 2019.

<sup>8</sup> The Wall Street Journal, 2019

<sup>9</sup> "IDC MarketScape: Contractual Print and Document Services Hardcopy Vendor Assessment" (#US44387318), December 2018.

