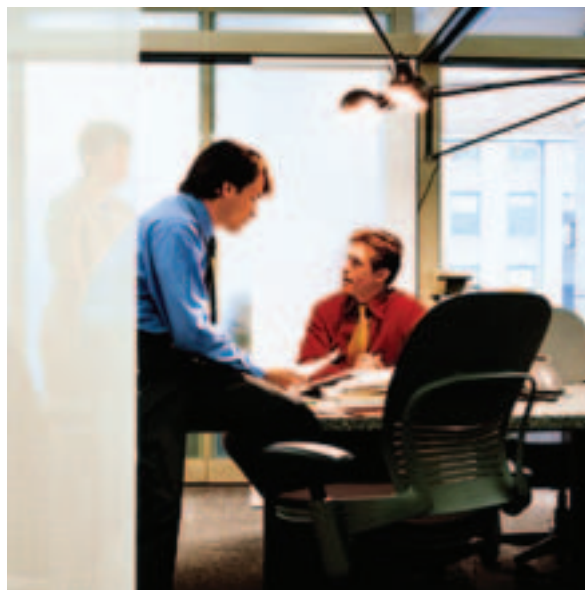


Pay per use for Imaging and Printing

HP Services



HP Pay per use for Imaging and Printing delivers improved productivity and a lower total cost of ownership.

Consolidate, integrate, and manage your imaging and printing resources

No matter what size your business is, if you want digital printing capabilities at a competitive price – or are ready to demand more from your global fleet of imaging and printing devices – you'll need a cost-effective way to consolidate, integrate, and manage these resources. This is particularly important since imaging and printing can consume up to 3% of a company's revenue¹. But with responsibility for device management, service, and support often distributed across disparate organisations and among various support personnel, the consequences of this decentralised approach can be lower employee productivity, higher operational and administrative budgets, and inefficient utilisation of digital technologies.

HP Pay per use for Imaging and Printing offers comprehensive fleet management and support solutions

Until now there has been no unified way for organisations, both large and small, to partner with one vendor that could support all of their imaging and printing requirements. That's why the HP Pay per use for Imaging and Printing programme is the ideal solution for businesses that want an affordable imaging and printing solution, as well as for global enterprises that demand more – more accountability, more agility, and a better return on IT – from their burgeoning array of imaging and printing devices. The Pay per use for Imaging and Printing programme is designed to help companies reduce the time, cost, complexity, and risk of managing and supporting a company's imaging and printing resources by helping them achieve significant print-cost savings and print-related workflow productivity improvements.

¹James Lundy, Rightsizing Output Fleets: The Hidden Gold Mine, March 2001

Pay per use for Imaging and Printing services menu of offers

Building a solution from base to expanded, choose your options



* HP Remote Monitoring technology may be required depending on selected payment option

Solutions built to match your imaging and printing environments

HP Pay per use for Imaging and Printing provides a flexible portfolio of imaging and printing solutions that can be tailored to fit any organisation. The portfolio ranges from a simple Base Solution programme, which includes flexible payment options, hardware, service, support, and supplies, to comprehensive Expanded Solutions that build on a Base Solution by providing additional service options that meet specific needs.

Base Solution

With the HP Pay per use for Imaging and Printing Base Solution, you can select your choice of flexible payment, hardware, service, support, and supplies options. Payment options include Level Pay, Base Plus Click, and Cost Per Page. Together, the features available in the Base Solution will enable you to effectively manage your imaging and printing environment regardless of workgroup size or device quantity.

Expanded Solutions (additional modules to base solution)

Once the Base Solution options are selected, you can build an even more comprehensive solution with the HP Pay per use for Imaging and Printing Solutions by selecting a wide variety of optional services. As a result, devices are always functioning and available, so employees and IT specialists can focus on doing their jobs rather than on fixing printers.

This all-inclusive, proactive approach means you can achieve better technology utilisation, increased workflow productivity, and a lower total cost of ownership (TCO).



Pay per use for Imaging and Printing services menu of offers, details

Hardware

Feature	Options	Base solution	Expanded solution	Description
Multifunction printers		•		Recommended for companies that need printing, scanning, copying, and fax capabilities, all in one easy-to-manage device.
Colour & monochrome HP LaserJet printers		•		Provide unsurpassed reliability, robust paper handling, and durable printouts with a wide range of models designed for personal and shared usage.
HP Business InkJet printers		•		Designed for power users and small workgroups that need to print professional documents quickly and cost-effectively. These robust printers deliver sharp, accurate printing for both desktop and networked environments.
Installed base		•		HP can include existing HP printers and imaging devices in a Pay per use for Imaging and Printing services offering.

Assessment & design

Feature	Options	Base solution	Expanded solution	Description
TCO assessment		•		Helps companies understand the TCO of their current print environment. This assessment includes variable data collection, structured question format, flexible procurement options, and custom reports that help HP design a more cost-effective, efficient customer print environment.
Managed Print Assessment			•	HP managed print assessment provides a more in-depth analysis for an entire office print environment, including workflows. This assessment identifies the current use of office print devices, the current workflows, and the hidden costs. It also includes a redesign proposal that will lead to cost savings and workflow productivity improvements. Assessment data gathering and analysis drives a comprehensive plan that will improve office print-resource utilisation while providing a greater return on assets.

Deployment

Feature	Options	Base solution	Expanded solution	Description
Hardware installation		•		Designed for customers who want the peace of mind that comes from having a professional technician set up and configure their HP printing products onsite. This service includes all labour and travel for hardware installation on a per-incident basis, as well as a customer orientation, which includes a basic overview of how to install consumables, print a test page, calibrate the device, and clear paper jams.
Network installation		•		Designed for customers who want the peace of mind that comes from having a professional technician set up and configure their HP printing products onsite. This service includes all labour and travel for hardware installation on a per-incident basis, customer orientation, hardware verification, and network configuration.
Project management		•		An expert HP project manager can deliver simple and complex project management, providing you with a single point of accountability. HP provides senior-level expertise in systems integration and administration, applications migration and optimisation, systems architecture, and customer education, as well as implementation programme management.

Pay per use for Imaging and Printing services menu of offers, details

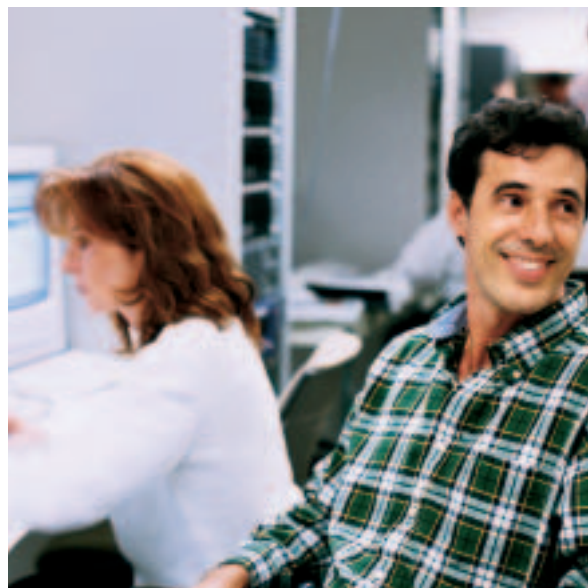


Infrastructure management

Feature	Options	Base solution	Expanded solution	Description
Supplies replenishment	Phone	•		Place a call to the priority support number to reorder supplies directly through an HP agent.
	Web	•		Log on to a secure HP service portal to order supplies as needed.
	Auto replenishment to dock Auto replenishment to desk	•	•	Printers initiate cartridge reorders automatically, without user intervention, whenever toner is low. The supplies can be delivered to a central customer location or to a specified desk. Note: Requires HP Remote Monitoring technologies.
Support & maintenance	Priority telephone support	•		You receive priority support via an HP priority telephone number. HP call-centre agents are trained to help with all aspects of the Pay per use for Imaging and Printing solution, including technology issues, billing support questions, contract queries, and solution upgrades.
	Onsite next-day response	•		When technical issues cannot be resolved remotely, HP will schedule an onsite visit from an authorised HP representative to resolve the problem. The response time specifies the time from when your service request is received and logged with HP until the HP representative arrives at your site, if this time lies within your specified coverage window. The following onsite response times are available for eligible products <ul style="list-style-type: none"> • Next-business-day response: An HP authorised representative will arrive at your site to begin hardware maintenance service the day after your call has been logged and for which you have a contracted coverage window. • Same-day, 4-hours response: An HP authorised representative will arrive at your site to begin hardware maintenance service within 4 hours after your call has been logged, if this time falls within your contracted coverage window. All coverage hours are subject to local availability. Check with your local office for detailed coverage hours.
	Maintenance kit replacement	•		Includes onsite replacement and installation of maintenance kits for all HP printing and imaging hardware that requires them. This service includes installation of the kit, professional cleaning, and a printer power-on to verify proper function.
Reporting			•	HP offers a predefined set of reports to Pay per use for Imaging and Printing customers. You can define how the data is grouped, such as by customer, area, or workgroup. These reports can be viewed, sorted, and downloaded from a dedicated page on the Pay per use for Imaging and Printing service portal. Reports are available for device tracking, device utilisation, trend analysis, and quality of service.
On-site management			•	HP can provide trained personnel onsite at your locations to manage all aspects of your enterprise imaging and printing requirements.
HP Remote Monitoring*		•		HP Remote Monitoring is an efficient, secure means of collecting and reporting usage data from your print environment. Remote monitoring is customisable, scalable, and equally well-suited to small-, medium-, and large-enterprise customers. HP uses simple network management protocols, such as industry-standard public/private key encryption, which helps safeguard information security both inside and outside the customer's firewall. The Remote Monitoring appliance sends the collected data back to HP for data gathering and reporting, proactive supplies replenishment, support, and device monitoring.
Multivendor			•	HP can work with a wide range of imaging and printing manufacturers.

* HP Remote Monitoring technology may be required depending on selected payment option

Pay per use for Imaging and Printing services menu of offers, details



Payment options

Feature	Options	Base solution	Expanded solution	Description
Level pay		•		You pay the same predictable fee each month for the entire year. The monthly fee is based on your estimate of the number of pages printed per month. Even if you estimate the volume too low or too high, the monthly fee remains the same for the first year of the service plan. At the end of the year, the amount of supplies used is added up and compared with the initial estimates and adjusted accordingly. In all cases, you pay for the actual usage, no more and no less, but have the benefit of no surprises in monthly charges during the plan year.
Base plus click		The base fee is constant throughout the contract period. The variable charge is based on the fixed fee per page and the number of pages printed. Requires a minimum page commitment.	no minimum page commitment required.	This pricing option has a fixed base payment and a variable payment portion: Page count through HP Remote Monitoring technologies is required.
Cost per page		•		This pricing option has no monthly base payment. Instead, billing is on a variable basis for actual pages printed. This option requires a minimum monthly page commitment. Page count through HP Remote Monitoring technologies is required.

Education and change management

Feature	Options	Base solution	Expanded solution	Description
End user training fundamentals		•		HP delivers basic 1 hour training to selected end users to ensure efficient use of the new devices.
Help desk training			•	The Help desk staff education can include training on both how to use and how to administer the devices through supervision tools which can be implemented.
End users communication			•	HP can define and implement a communication plan to assist project implementation and ensure the smooth roll out of the different phases through adapted and targeted end user communication. The objectives of the plan are to inform, educate, reassure end users on the new output environment being deployed. This is being achieved through a number of tools developed by HP, including intranet pages, posters, workshops...etc.
e-learning programme			•	Complete step by step on-line training tailored to your needs, including performance metrics.
Transition and transformation				The HP services methodology can offer a complete change management programme.



Gain a competitive edge with HP Pay per use for Imaging and Printing

You can streamline your device management and reduce your overall TCO with the HP Pay per use for Imaging and Printing solution. You'll also enjoy improved printer performance, increased employee productivity, and predictable printing expenses, along with the world-renowned quality of HP Imaging and Printing technologies, service, and support.

For more information

To learn more about the HP Pay per use for Imaging and Printing solution and HP Remote Monitoring, contact your local HP sales representative or visit our Web site at:

www.hp.com/hps/printer/pr_payperuse.html

HP also offers HP PrintAdvantage, a set of printing services available through a dedicated network of channel partners. Please ask your HP sales representative for the right contact.

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