

Brief



HP Managed Print Services

The Region 4 ESC Contract for IT Print Solutions
available through National IPA

Contract Number R171402



HP Managed Print Services

Whether it's balancing security and mobility, reducing costs, or moving to and maintaining a cloud system, today's businesses are struggling with a variety of challenges when it comes to managing their print environments.

HP Managed Print Services (MPS) addresses these challenges head-on with innovative devices, services, and business intelligence that will help you not only print more efficiently, but deliver measurable business results through improved security, predictable costs, and better uptime. With the ability to customize and scale to fit your unique needs, you can confidently evolve your workplace through streamlined processes and enhanced productivity.

Help control costs and deliver predictable results

Many organizations launch initiatives to improve the efficiency of their print environment, only to find that maintaining those improvements creates a whole new challenge. The first step to driving down costs to a sustainable, efficient level for the long-term is discovering where your adjustments can make the biggest impact. Your partnership with HP Managed Print Services lets you do just that, through automated features and HP Business Intelligence.



Do more than print—get results and gain valuable insights

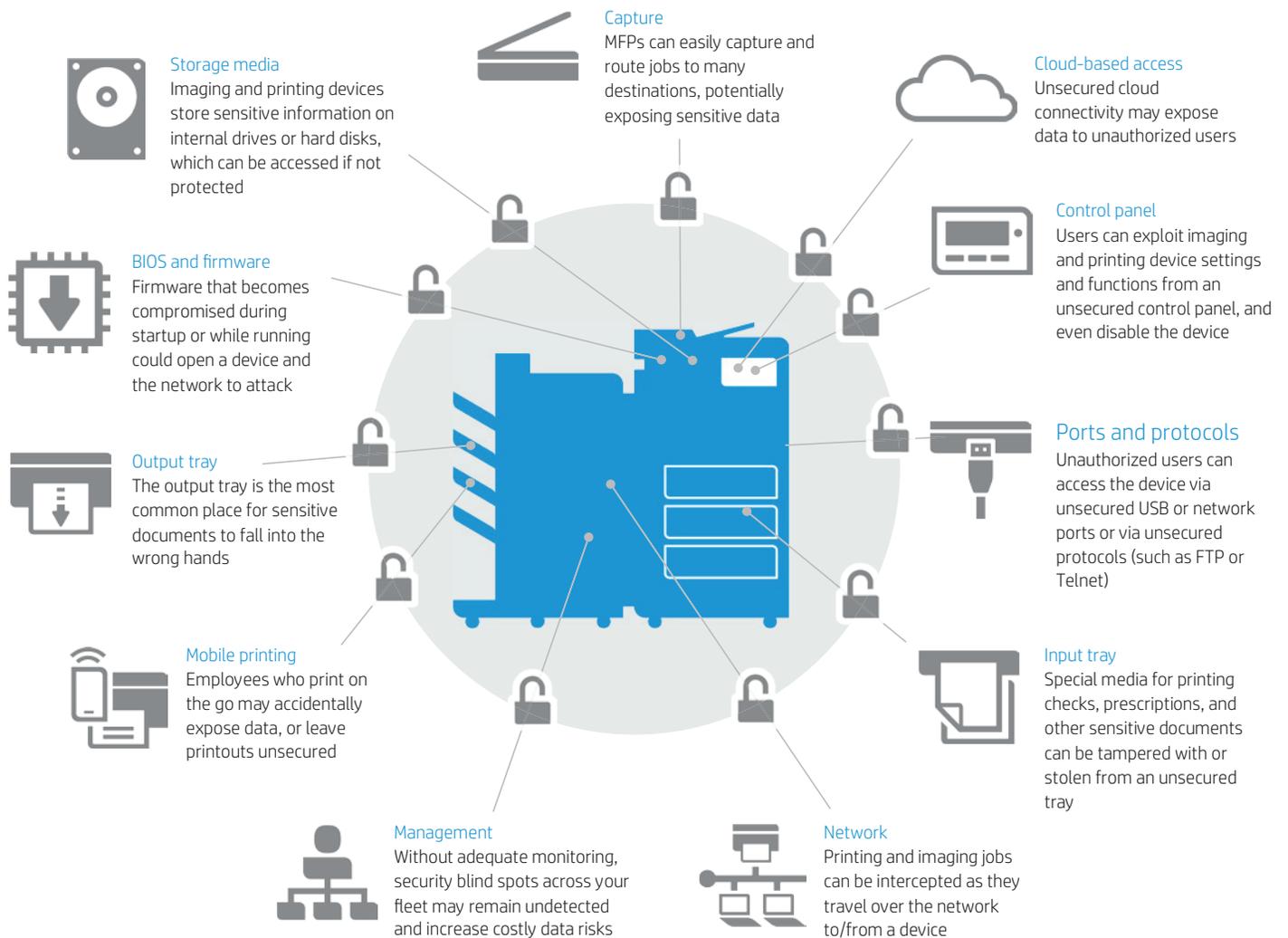
Predictability is critical to businesses that are under pressure to help reduce costs and use resources more efficiently. HP MPS provides clients with business intelligence data that's based on device information and predictive analytics. HP MPS provides you with specific insights solutions, an integrated portal for your print and PC fleet, and business reviews with HP experts so you can have the data you need to:

- **Make smarter decisions** based on the trends, usage, and costs of your print environment
- **Increase uptime** by preventing problems before they happen
- **Easily manage and continuously improve** your PC and print fleets
- **Optimize your fleet** to meet your unique business needs
- **Manage your fleet** more efficiently and take advantage of easier data access and analytics with insights solutions like HP Device Control Center, HP Instant Fleet Insights, and HP JetAdvantage Insights

Partner with a leader in print security

HP is taking the lead to provide technologies and services that reduce the burden on IT while improving security across your print environment. HP Secure MPS can also help you close the security gap within your environment. Creating a complete imaging and printing security strategy requires coordinated protection of devices, data, and documents, plus comprehensive security monitoring and reporting solutions. With HP Secure MPS, you're more secure on every level, so the trouble that's out there stays out.

Imaging and printing vulnerability points



Protect, detect, and recover

The latest generation of HP Enterprise printing devices are unique in the marketplace, because they offer three key technologies together designed to thwart attackers' efforts and self-heal. These features automatically trigger a reboot in the event of an attack or anomaly.

After a reboot occurs, HP JetAdvantage Security Manager automatically assesses and, if necessary, remediates device security settings to comply with pre-established company policies.¹ There's no need for IT to intervene. Administrators can be notified via Security Information and Event Management (SIEM) tools such as ArcSight.

HP Sure Start

The BIOS is a set of boot instructions used to load fundamental hardware components and initiate the HP FutureSmart firmware of an enterprise-class HP device. HP Sure Start technology works behind the scenes when devices power on—helping to safeguard your printing and imaging device from attack. HP Sure Start validates the integrity of the BIOS at every boot cycle. If a compromised version is discovered, the device restarts using a safe, “golden copy” of the BIOS.

Whitelisting

Enterprise-class HP devices feature FutureSmart firmware. Like a PC's operating system, firmware coordinates hardware functions, runs the control panel, determines what features are available when printing, scanning, or emailing, and provides network security. Compromised firmware could open your device and network to attack. Whitelisting helps ensure only authentic, known-good HP code that has not been tampered with is loaded into memory. If an anomaly is detected, the device reboots to a secure, offline state. It then sends a notice to IT to reload the firmware.

Run-time intrusion detection

HP's run-time intrusion detection helps protect devices while they are operational and connected to the network—right when most attacks occur. This feature checks for anomalies during complex firmware and memory operations. In the event of an intrusion, the device automatically reboots.

HP Connection Inspector

Developed at HP Labs specifically for enterprise printers, HP Connection Inspector⁹ helps networked HP printers stay one step ahead of malware attacks. Where many malware detectors need to refer to libraries of known hostile programs or network addresses known to be associated with an attack, HP Connection Inspector focuses on detecting anomalous behaviors and then acts to secure the networked printer even before the malware is confirmed to be present.

By keeping a continuous watch for moments when malware is attempting to make contact with its command and control server, HP Connection Inspector learns what “normal” network traffic looks like. When it detects suspicious activity, the software can immediately go into a protected mode, stopping any further unfamiliar requests and sending a warning to IT administrators. When HP Connection Inspector detects a specific, customer-determined level of malware-like behavior, the technology can also trigger a printer reboot. This initiates a self-healing procedure without IT needing to be involved.

Reduce waste and energy use with MPS

Through HP Managed Print Services (MPS), we are taking steps towards the “circular economy” with a product-as-a-service business model. MPS provides a customizable set of solutions including imaging and printing devices, network print management software, supplies (including paper), support, professional services, and document workflow management. MPS also offers recycling for printing supplies and end-of-life management for hardware. It helps businesses optimize their imaging and printing infrastructure, with typical savings of 10–30% in printing costs, millions of pages in reduced paper waste, and typical reductions in energy usage of 20–40%.²

Moving sustainability from awareness to action is where many organizations, like yours, are headed. Efforts such as recycling and reducing paper consumption offer a step in the right direction, but true sustainability means reevaluating business practices and driving real change.

Customer success story:

California Department of Corrections and Rehabilitation

The California Department of Corrections and Rehabilitation (CDCR) operates one of the world’s largest correctional systems, managing more than 130,000 inmates—most housed in 34 state prisons. CDCR also includes a parole division, along with rehabilitative, legal and health care services, and business operations from accounting to human resources. A California law adopted in 2011 requires state IT operations to reduce power consumption by 20% to 30%. CDCR also established goals to reduce costs. HP Managed Print Services (MPS) helps CDCR achieve these goals.

Solution

HP MPS conducted a comprehensive site assessment, then integrated management tools, software options, and consolidated the range of devices found at the agency to more efficient print devices and fleet design.

Business Matters

- Reduce print costs
- Reduce energy costs
- Strengthen enterprise security
- Increase employee productivity
- Help eliminate waste

IT Matters

- Reduce number of devices
- Transition from single-function to multifunction devices
- Gather network data on printer usage, supplies needs
- Deploy digital productivity features, PIN security
- Automate supplies ordering for just-in-time delivery

Comprehensive service combined with in-depth expertise

Partnering with HP to manage your print environment helps you do more than just print. Our innovative solutions, scalable portfolio of hardware, software, and services, and informative data analytics help your business deliver measurable results. Combined with our expertise and comprehensive service offering, it's clear HP is the best partner for managed print services.

Resources and contacts:

For product information or quotes

Contact your assigned Inside Sales Representative by calling the HP Welcome Center at 1-800-727-2472 and you will be directed to the first available representative.

Contract number: R171402

For contract questions or escalations contact:

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National IPA—ordering made simple with HP

National IPA is redefining the future of cooperative purchasing. The cooperative purchasing organization is dedicated to serving public agencies and educational institutions nationwide. All cooperative agreements have been competitively solicited and publicly awarded by a public agency/governmental entity (e.g. state, city, county, public university or school district), utilizing the best public procurement practices, processes and procedures. The lead agencies are independent of the cooperative allowing the agency to be focused on the best value for the agency.

The National IPA team of tenured certified public procurement professionals, supply chain and cooperative purchasing experts is committed to bringing value to agencies nationwide. Participants may leverage one of the largest pools of purchasing potential, allowing them to receive a combined buying power regardless of their entity's size. To see the options on the MPS Contract available through National IPA and gain access to the price list, please visit the National IPA Store and contract terms and conditions.

For inquires on any MFP or printer purchase such as changes, status, estimate delivery times or expedites, invoicing, or billing questions feel free to reach out to HP Order Management Customer Services (CSR) by calling one of the following toll free numbers and following the prompts:

1.800.727.2472, Option 2, Option 2, Pin 1093

1.888.202.4682, Option 2, Pin 1093

1.800.888.3224, Option 2, Pin 1093

For inquires on any MPS invoicing or deliverables, feel free to reach out to your sales rep or HP's Welcome Center at 1-800-727-2472 for assistance.

Learn more at hp.com/buy/NationalIPAMPS



1. HP JetAdvantage Security Manager must be purchased separately. To learn more, please visit hp.com/go/securitymanager.

2. Estimated energy and paper savings based on analysis of select HP Managed Print Services customers' imaging and printing operations using data gathered on devices and paper consumption and comparing with post-MPS actuals or projections. Results depend on unique business environments, the way HP products and services are used, and other factors. Overall printing costs are unique to each company and should not be relied on for savings you may achieve.

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