



HP Managed Print Services

Topic of Influence: Mobility

February 2019



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 invests in the future to create long-term value for our clients.

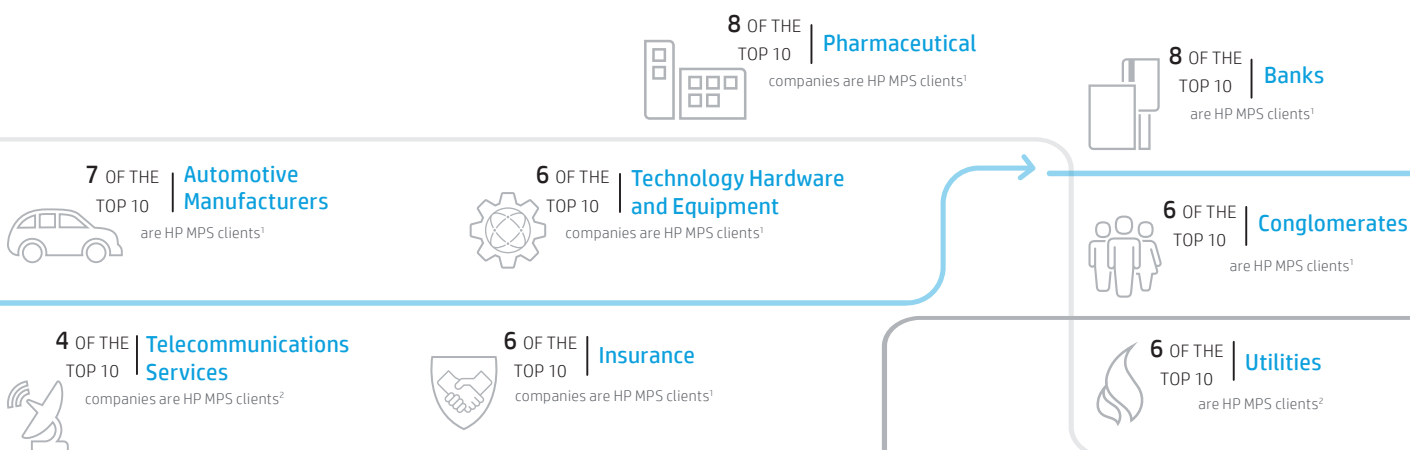
Other topics of influence include the following (for details, click the name to open the brochure for that topic):

- **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.
- **Global.** Harnessing technology internationally and optimising its use to reduce operational costs.
- **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. 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 to help you meet business outcomes.

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.

Current situation

By the end of 2017, **4.8 billion people** globally will use a mobile phone, and smartphone subscribers will represent 46% of the global population.³

It's a mobile world

Enterprise IT is on the brink of a revolution, almost on the scale of that caused by the Internet. The 21st century generation expects business mobility as a norm, and this is likely to boost organisation and employee productivity by expanding office functionality beyond the traditional bricks and mortar of corporate real estate. A recent worldwide survey of 2,053 CIOs found that 70% say mobility is the most disruptive technology on their business agenda.⁴

The profound transformations taking place in working practices today are radically changing the workforce, the workplace, and working styles.



The WORKFORCE is:

- Increasingly global and multicultural
- Influenced by the power of women
- Influenced by the entry of digital natives (post-millennial generation), bringing new digital behaviours
- Millennials who are moving up the management ladder
- Older workers deferring retirement
- Increasing its work mobility
- Increasing time shifting of work and play

The WORKPLACE is:

- Increasingly made up of contract and flexible work arrangements
- Showing the emergence of modular team models
- Expanding the use of adaptable workspaces
- Increasing the use of sensors
- Growing a presence of ambient technology
- Presenting more device-agnostic information to the cloud

The WORK STYLES are:

- Blurring professional/personal lives
- Mobile
- Collaborative, social
- Displaying much more flexible contexts

3 Forrester, "Predictions 2016: The Mobile Revolution Accelerates", November 2015.

4 CSC Global CIO Survey, "CIOs emerge as disruptive innovators", 2014.

A close-up photograph of a man with short dark hair, smiling and looking slightly to the right. He is wearing a white dress shirt and a dark tie with a pattern of white diagonal lines and small red birds. He is holding a silver flip phone to his ear with his right hand. The background is blurred, showing what appears to be a window with greenery outside.

Mobility trends

Of 400 Global CIOs surveyed:⁵

84% said mobility would significantly improve customer interactions.

73% believe mobility will impact their business as much or more than the Internet of the late '90s.

46% plan to make changes in their business processes, workflow, and employee roles to better incorporate mobility into their business.

The consumerisation of IT is being driven by mobility, and that change is huge. Connecting employees, devices, and processes has never been more important. As a result, the supporting IT landscape is also having to alter dramatically.

The emergence of mobile devices and cloud services has and will continue to revolutionise business productivity and innovation. Smartphones, tablets, and laptops afford employees the flexibility to be productive at home, at work, and on the go. The bring your own device (BYOD) model reflects the attachment users have to their mobile devices, as well as the opportunities the devices represent to improve business process innovation.

⁵ Accenture Mobility CIO Survey 2013: Business Opportunities in the Maturing Mobility Market, March 2014.



Challenges facing clients

With the variety of ever-changing mobile platforms and operating systems, how can you know whether a given mobile device is able to access the network securely? IT administrators have many concerns around the security risks inherent to these devices. They are easily lost or stolen—and with them any of the corporate information to which they may grant access. [Many organisations are adopting a BYOD model, and this can expose them to further security issues.](#)

IDC believes that mobile printing adoption will have substantial growth in 2017. The majority of growth will be driven by organisations adopting a mobile first strategy for its workers.⁶

Users want printing to be simple and quick, whether they are printing from their home office or on the go. IT, on the other hand, struggles to keep the network secure, maintain control over sensitive corporate information, and manage printing costs. While it's true that users are willing to view some content on smartphones and tablets, that only a few years ago they would have felt the need to print, many business processes still rely on printed output.

When users can't print securely from their mobile devices, the workarounds they employ can also expose you to risk. IT will inevitably need to enable a secure, easy-to-use mobile solution that employees will adopt in response to user demand and cost pressures.

[Decision-makers must ensure that mobile devices have the same print capabilities as PCs.](#) In addition, decision-makers must be aware that different generations will have various aptitudes and demands for mobility and mobile printing. There are significant statistical differences between age groups when assessing how different generations want to use mobile printing technology.

The traditional models of working, operations in IT, and the procurement of hardware, services, and solutions are:

- Impacting business
- Reducing productivity
- Impacting time to complete tasks, close deals
- Creating customer dissatisfaction
- Maintaining inefficient processes
- Limiting collaboration

[Manual processes drain time and cost money, deplete resources, and inhibit performance.](#) Pressure on IT continues, and all organisations will need to reduce costs on traditional services, which will often allow them to reinvest in higher value services that can support both new business models and maximise the return from their most important asset, their employees.

Vision

Convenient mobile printing for better productivity

In the workplace of the future or the mobile enterprise, the user, not the tool, becomes the focus. Already, information technology can easily enable your employees to be mobile, to work with colleagues remotely and across time zones, and to get work done in a variety of settings, inside and outside of the traditional office.

Providing a mobile printing solution that is flexible and meets the demands of all workers is key in its adoption by an organisation. This is especially true in situations involving remote or travelling workers. Ultimately, the vision for supporting a mobile workforce with printing and imaging is:

- Giving today's mobile workforce easy and reliable printing from any mobile platform or operating system
- Providing them the flexibility to be productive at home, at work, and on the go
- Ensuring IT administrators have control over network access and printer output to protect confidential information and manage printing costs

1.9B
smartphone
units are
expected to ship
worldwide by
2019.⁶

58%
of workers will be
mobile by 2018.⁷

83% of
organisations
indicate interest
in mobile print
capabilities yet
only 14% have
deployed a mobile
print solution.⁸

Mobile and tablet commerce will reach \$142 billion in the US and €86 billion in EU-7, representing respectively 38% and 32% of online transactions.⁹

Accenture's Mobility CIO Survey found that 46% (of CIOs surveyed) plan to make changes to their business processes, workflow, and employee roles to better incorporate mobility into their business.¹⁰

52% of companies have a policy to secure printers, yet only 44% have included them in their endpoint security strategies.¹¹

HP MPS capabilities

HP's MPS solution establishes the technology foundation and the management infrastructure that allows our clients to protect future investment and continuously improve their document workflow processes, enhancing productivity and realising efficiencies over time.

The key differentiators and benefits that you can expect to receive from HP's MPS solution offering are as follows:

- Global standardisation
- Commercial flexibility
- Environmental sustainability
- Security and investment protection
- Innovation and continuous improvement

Combining HP's world-class service and support will result in a mobility offering that is the most robust and cost-effective end-to-end answer for mobilising business processes and increasing productivity.

6 IDC Worldwide Quarterly Mobile Phone Tracker, August 25, 2015.

7 IDC, 2014 Infrastructure Outsourcing and Cloud Services Buyer Study, Feb. 2014.

8 Quocirca, "Mobile Enterprise 2015," Louella Fernandes, Rob Bamforth, January 2015.

9 Forrester, "US Mobile Phone And Tablet Commerce Forecast, 2016 to 2021".

10 Accenture Mobility CIO Survey 2013: Business Opportunities in the Maturing Mobility Market, March 2014.

11 Ponemon Institute, "Annual IT Security Benchmark Tracking Study", March 2015.

A man with a shaved head, wearing a light blue short-sleeved button-down shirt and blue jeans, is sitting on concrete steps. He is looking down at a black smartphone in his hands. The background is a wall made of vertical wooden planks and a lower section of weathered metal siding. The lighting is natural, suggesting an outdoor setting.

Mobile printing needs for business

HP business network mobile solutions address all your printing business needs:

- **Job tracking.** Integrated into desktop tracking tools and solutions.
- **Policies.** Set print policies using desktop tools.
- **Pull print.** Send and release jobs directly from mobile operating system.
- **Firewall.** Secure integrated solutions for crossing the firewall.
- **Discovery.** Discover printers and manage print jobs using desktop tools.

Case study: The British Library

“The Pull Print solution is also more convenient because, for example, you can send a job to print in Boston Spa on Friday then collect it at a printer in London on Monday, eliminating the need to carry large amounts of paperwork.”

Steve Hills, Infrastructure Specialist,
British Library

Established by Act of Parliament in 1972 and mainly supported by government grants, this major research library holds over 150 million separate items from many countries and in many languages and formats. The British Library receives a copy of every publication produced in the UK and Ireland, and three million new items are added every year. Each year, nearly 400,000 people visit the British Library's Reading Rooms and up to 10 million people visit the website (bl.uk).

Its collection includes books, stamps and other philatelic items, manuscript volumes, and maps, along with newspapers, magazines, and recordings. The treasures include the Magna Carta, the Lindisfarne Gospels, Leonardo da Vinci's notebook, and the first edition of The Times newspaper.

The British Library has two main locations, one in Central London and a second in Boston Spa, West Yorkshire. In the past, 1,545 staff used a fleet of over 850 printers across the two sites to generate five million pages of general office print a year but the environment was inefficient, costly, and difficult to manage.



Objective

- Reduce costs and increase print efficiency and mobility

HP solution

- Enabled print to be collected from any networked printer
- Reduced printer fleet from over 850 to under 200 machines
- Introduced remote management for early warning of faults and toner levels

Results¹²

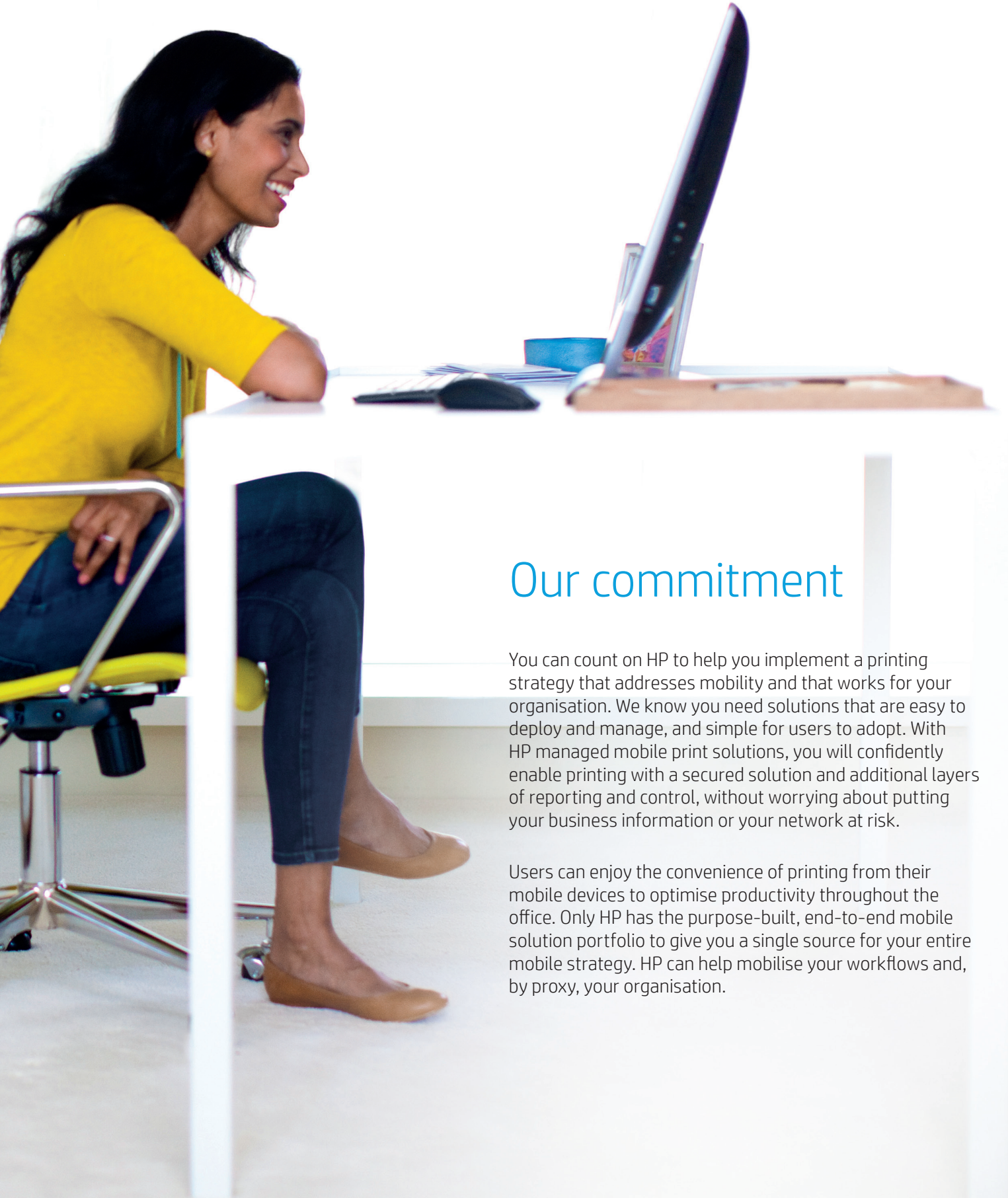
- Eliminated paper-carrying burden on mobile staff
- Reduced print expenditure by over 20% and increased staff productivity
- Cut paper usage by 125,000 sheets, saving 3,475 Kg in CO₂ emissions
- Lowered power costs by over 72% through fleet optimisation and power-down functionality

¹² For details, see <http://h20195.www2.hp.com/v2/GetDocument.aspx?docname=4AA5-6014EEW>.

Why HP?

HP has led a legacy in mobile printing innovation, beginning with HP ePrint in 2009 to the current landscape that enables secure peer-to-peer wireless print connections in the office. We continue to develop technologies that embrace changing business needs and IT requirements.

HP provides the best user experience in printing from a mobile device. In partnership with OS providers and mobile device OEMs, we are driving on a fully integrated print experience exemplified with Apple AirPrint and Google™ Android™. And in collaboration with the industry through the formation of the Mopria Alliance, HP is contributing to the establishment of mobile printing standards to enable users to print to any brand printer from any mobile device without additional setup or app downloads.



Our commitment

You can count on HP to help you implement a printing strategy that addresses mobility and that works for your organisation. We know you need solutions that are easy to deploy and manage, and simple for users to adopt. With HP managed mobile print solutions, you will confidently enable printing with a secured solution and additional layers of reporting and control, without worrying about putting your business information or your network at risk.

Users can enjoy the convenience of printing from their mobile devices to optimise productivity throughout the office. Only HP has the purpose-built, end-to-end mobile solution portfolio to give you a single source for your entire mobile strategy. HP can help mobilise your workflows and, by proxy, your organisation.

KeyPoint

Intelligence awards¹³



HP serves

6,600
enterprise
clients

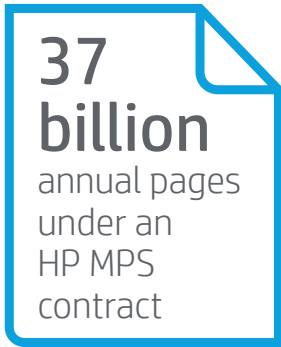


TSIA Star Award¹⁴

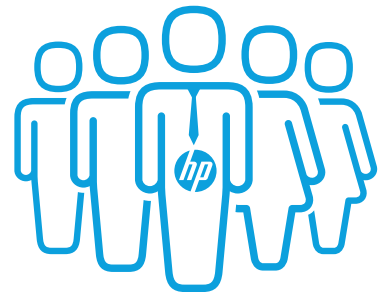


37
billion

annual pages
under an
HP MPS
contract

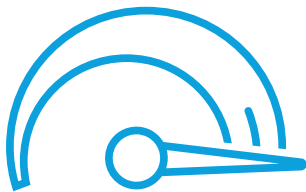


HP remains an **MPS**
leader - Quocirca¹⁵

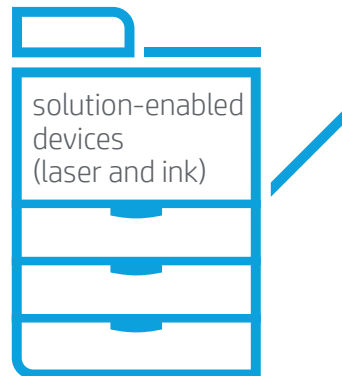


#1

Net Promoter Score
in MPS for customer
satisfaction¹⁶



HP manages **1 million**



HP is an
MPS market
leader - IDC¹⁷



¹³ HP has received awards in the healthcare, education, retail, financial services, security and mobility categories, as well as numerous product awards.

¹⁴ HP won the TSIA Star Award in two categories for 2017—Innovation in Enabling Customer Outcomes—Professional Services and Innovation in a Managed XaaS Solution. Learn more at hp.com/go/analystscorner.

¹⁵ Quocirca, Managed Print Services Landscape, 2018; October 2018.

¹⁶ Data source ORC International, May 2017. Conducted 1172 interviews in AMS, EMEA, APJ across 12 dimensions of satisfaction.

¹⁷ "IDC MarketScape: Contractual Print and Document Services Hardcopy Vendor Assessment" (#US44387318), December 2018.

© Copyright 2017-2019 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Apple and AirPrint are trademarks of Apple, Inc. Google and Android are trademarks of Google Inc.

