

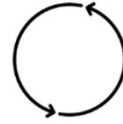
Drive business transformation

Enterprise Solutions & Services

 Workforce Solutions



Managing print environments to advance the digital transformation paradigm



Shift to hybrid work

As the trend to a borderless workplace accelerates, supporting work wherever it happens becomes a critical need



Increased security vulnerabilities

While security threats increase, only a handful of global organizations are prepared to handle the security risks of the hybrid world



Overwhelmed IT resources

Businesses are rethinking their IT strategies and looking to digital transformation plans for relief



Embrace a modern workplace with HP as
your strategic partner

Envisioning the future of Managed Print Services



Future-ready security portfolio, ready to dynamically adapt to the evolving threats focused on endpoint device, data and the document



A single pane of glass to manage all MPS and MDS tools, providing data and real-time insights



A carbon neutral¹ print environment wrapped with leading-edge sustainability assessment and reporting services



Innovative digitization services to drive workflow efficiency, business growth & improve compliance

AI

An AI-driven ecosystem, delivering enhanced business outcomes and efficiency with reduced risk

HP at a glance

HP takes a holistic approach to managing the latest printing and imaging tools, technologies, infrastructure, and processes that support your organization



170

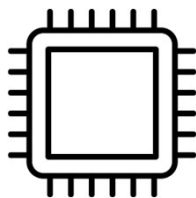
Countries
Covered worldwide



HP Serves

6,600

enterprise customers



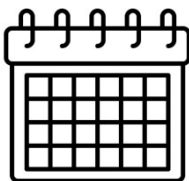
We Invested

\$1.5

Billion in R&D in 2023



HP Is an MPS
market leader –
IDC & Quocirca



38+

years of experience



#1

Security Leader



#1

Newsweek's America's Most
Responsible Companies
3 consecutive years



AAAA

The only technology
company in the world to
receive a quadruple 'A'
rating across Climate,
Forests, and Water as well
as the Supplier
Engagement Leaderboard



#8

Most Sustainably
Managed Companies in
the World

HP Singapore – Managed Print Services Overview

181

Accounts Managed

9.62k

Fleet under Management

23,440+

Toners shipped

342.82 M

Pages reported

90%

First-Time fix FY23

108.81 M

Workflow usage

 Workforce Solutions

Healthcare



KK Women's and
Children's Hospital
SingHealth



Alcon

Government Services



VITAL
shared services

Financial Services



HSBC



UOB



AMERICAN
EXPRESS



Deutsche Bank

JPMORGAN
CHASE & CO.

CREDIT SUISSE

BANK OF AMERICA



ALLIANCEBERNSTEIN

Manufacturing



Agilent



AVNET



CATERPILLAR



GE



Infineon

Oil & Gas



Chevron



ExxonMobil



HALLIBURTON

E-Commerce



amazon



Meta

Logistics



ST Engineering



BW LPG



JENBACHER

Education



NUS
National University
of Singapore



NANYANG
TECHNOLOGICAL
UNIVERSITY
SINGAPORE



REPUBLIC
POLYTECHNIC

Hospitality



CONRAD
CENTENNIAL
SINGAPORE



GRAND IMPERIAL



JEN
HOTEL



MARRIOTT
SINGAPORE
TANG PLAZA



W
HOTEL

HP Managed Print Services

HP Managed Print Services

HP Managed Print Service (MPS) transforms print management and legacy processes to secure cloud-based experiences, freeing up end-users and IT resources to focus on what's important.

Transform at
the speed of
business

SUB-OFFERINGS TO FIT YOUR ORGANIZATION'S NEEDS

HP Managed Print Services

Allow HP to ease the burden and cost of managing your print environment using our innovative and intelligent approach

HP Managed Print Cloud Services

Securely elevate your print ecosystem to the cloud with a fully-managed end-to-end experience across home, office and shared spaces

HP Print Security Services

Strengthen your cyber resilience with Zero Trust principles, built into your hardware and extending across software and services¹

HP Carbon Neutral Managed Print Services

Achieve certified carbon neutral printing² for the end-to-end lifecycle emissions from printing

Driving business outcomes across these strategic pillars



HP WOLF SECURITY

Security



Cloud



Digital



Hybrid



Sustainability

Enhanced protection with HP Wolf Enterprise Security

Trust at the core. Resiliency redefined for the Threat Age.¹

Initial Startup & Protections

Protect. Detect. Recover.

Ongoing Detections

HP Sure Start

Secure Boot

Developed with



Secure defaults

Out-of-box

Allowlisting

FW Validation of HP and 3rd Party code

Automatic
Reboot

HP Security Manager² (on-premise software)

Policy-based compliance tool for configuration settings & Firmware Vulnerability Assessment

HP Memory Shield^{TM3}

- HW-based Runtime Intrusion Detection
Detects memory corruption from malware
- Control Flow Integrity
Detects unexpected calls in code execution

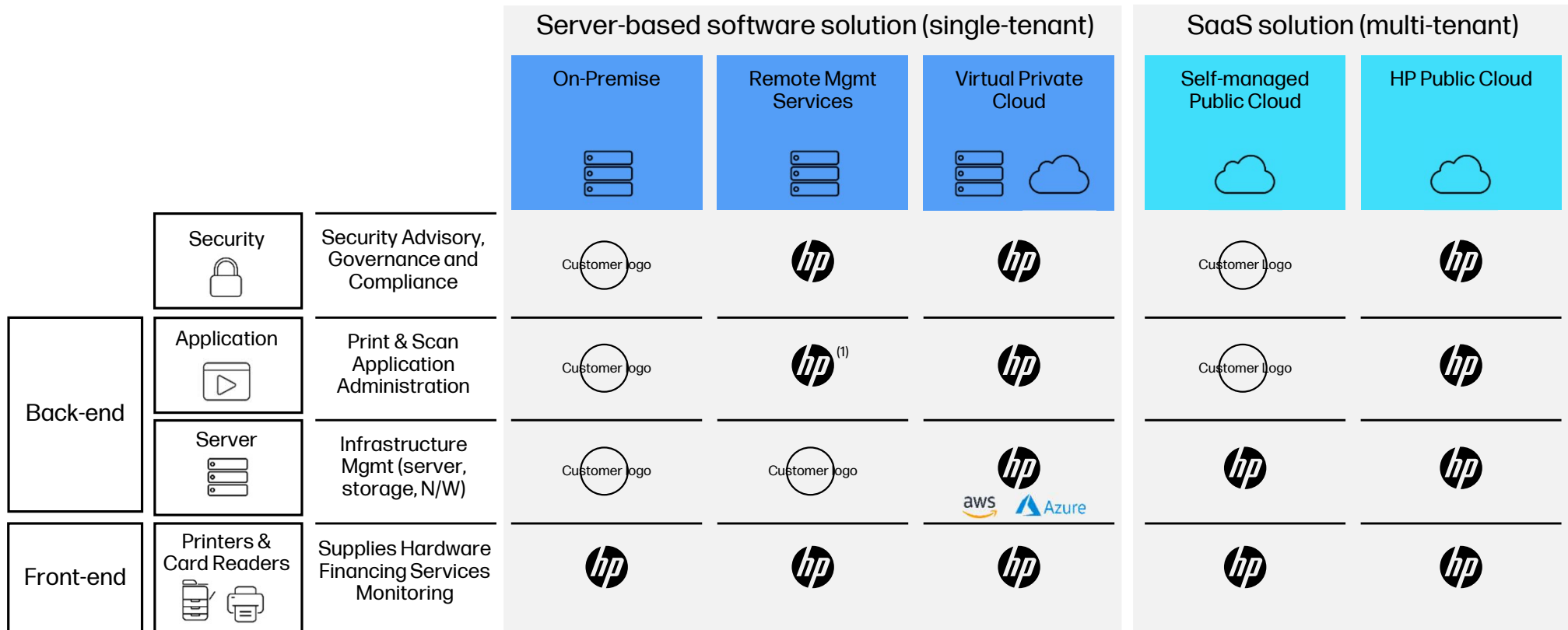
HP Connection Inspector

Network Behavioral
Anomaly Detection

Developed with



Choice of deployments



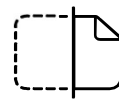
(1) Application install and upgrade optional through professional services

Digitization-ready capabilities

Next Generation HP Flow Technology

Businesses grow and evolve. So should your MFP. The next generation of HP Flow technology makes that possible. Its cloud-based software provides flexible, customized cloud-connected solutions to optimize your print and scan workflows — today and as they change in the future.

Work with the future in mind with upgradeable HP FutureSmart firmware¹



300 ipm, duplex scan technology, experience scanning speed like no other



Reverse and Retry technology automatically detects and resolves double feed issues in ADF



Fast and accurate OCR, even faster with the optional Workflow accelerator card



Improve workflow and productivity with enhanced Flow features

- Scan to multiple destinations
- Digital editing directly at the MFP control panel
- Just "load & go" with auto-sensing features



Solutions that help accelerate digitalization

Move from paper to digital with ease



HP Workpath Apps

Accelerate manual business processes

Eliminate error

Make workflow simple with pre-configured settings

Optimized processes



HP Capture and Route

On-premise capture solution

Capture, process, deliver, and archive automatically.



HP Intelligent Capture

Digitize documents to unlock data

Extract data and information intelligently.

Classify, index and store data correctly



HP Intelligent Workflows

Workflow automation

Automate repetitive processes with customized digital workflows.



HP Scan AI Enhanced

Advanced processing

Use cloud-based, artificial intelligence (AI) to automate document tasks.



HP Intelligent Transformation

Achieve digital excellence

Digitally transform your business processes with an automated, human-centered³ approach.

Print & Supplies

We aim to engineer the most sustainable portfolio of products & solutions and drive print innovation.

Printing can help solve what matters most to your workforce:



Sustainability



Hybrid flexibility



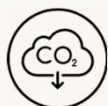
Security



Performance



Reliability



Climate action at HP



Forests



Circularity



Workforce Solutions

We strive for maximum performance with minimal impact.



Forest positive
by 2030

Our goal is to be Forest Positive by 2030—helping to give back more than what you print—through our commitment to forest conservation. In 2022, HP restored or responsibly managed over 33.8K hectares of forest.¹



1.2 M
tonnes recycled hardware and supplies by 2025

Recycled 879,100 tonnes since 2016



MPS
carbon leadership

HP launched the planet's most comprehensive carbon neutral Managed Print Services offering in 2020, in accordance with The CarbonNeutral® Protocol.²



More ways HP Print Solutions can power your progress:



Energy efficiency

80% of HP's print portfolio has received EPEAT recognition, and 90% of the portfolio meets ENERGY STAR efficiency requirements³



Responsible packaging

Paper-based packaging for home and office-class printers and supplies is derived from recycled or certified sources⁴



Air quality

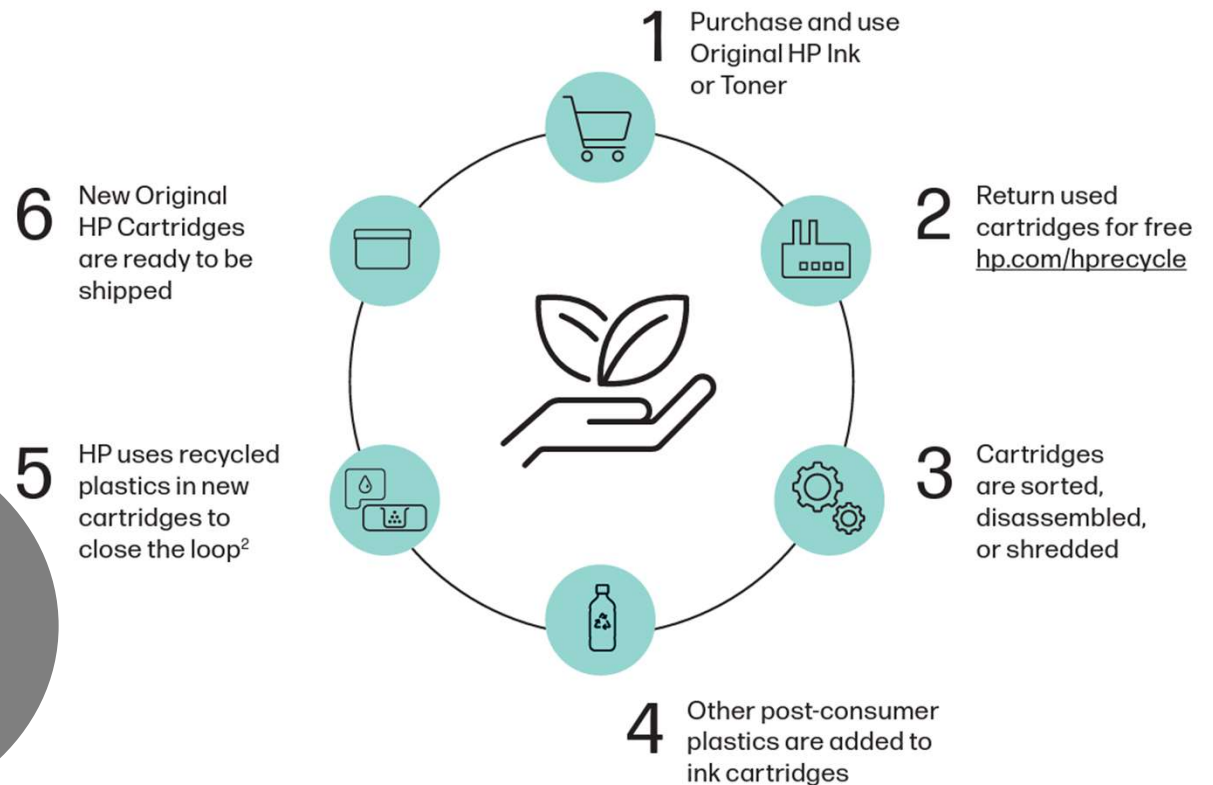
HP voluntarily designs and tests its printing systems to prevent emissions that exceed eco-label guidelines through printing systems compliant with Blue Angel and EPEAT® indoor air quality (IAQ) criteria⁵

HP Closed-Loop Recycling

Circular Economy

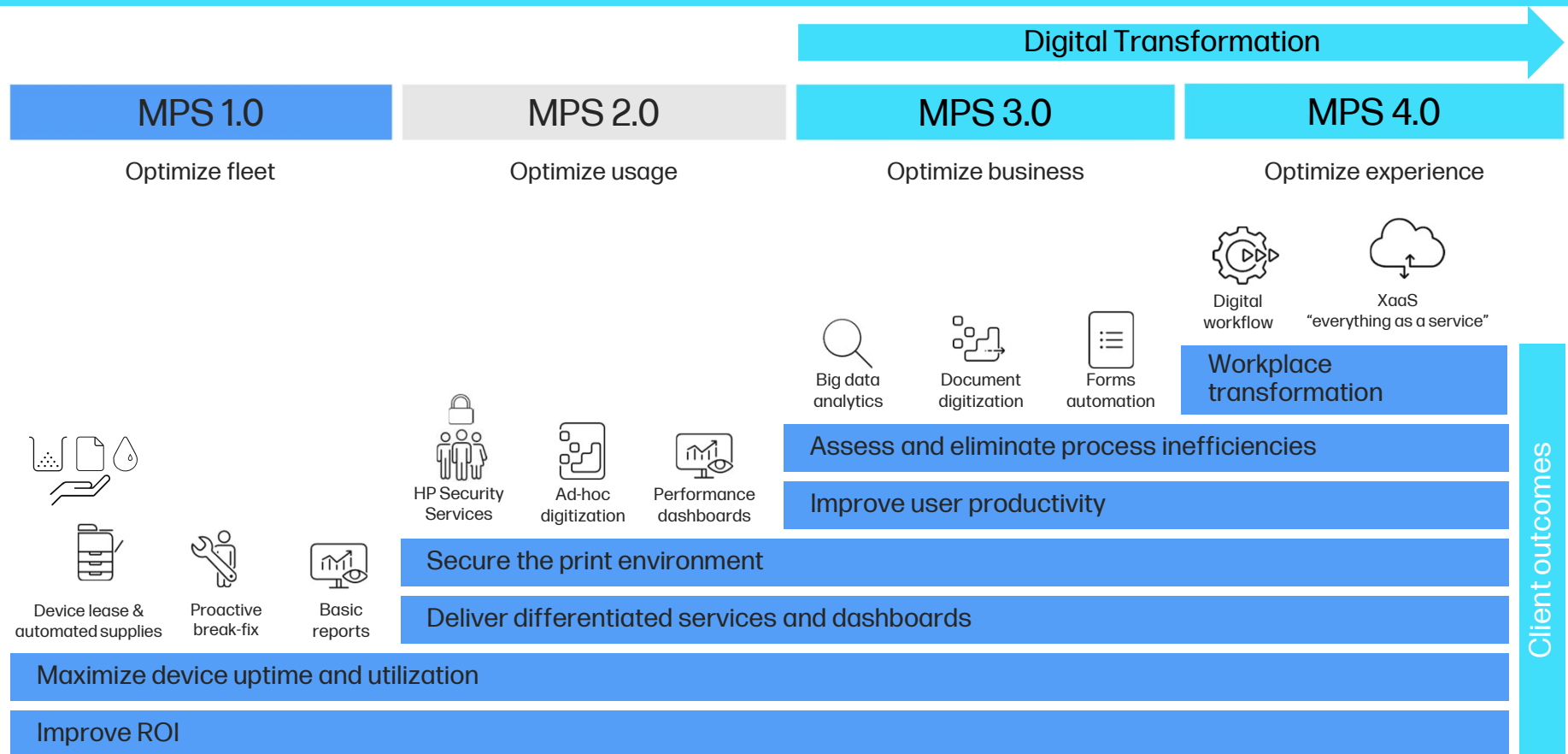
When you choose Original HP Cartridges and recycle through HP Planet Partners, you become part of a more circular, sustainable system—where materials are added and reused to make new products, and no cartridges end up in a landfill.²⁸

Only Original HP ink cartridges contain
UPCYCLED CONTENT
from water bottles & clothing hangers²⁸



How we do it

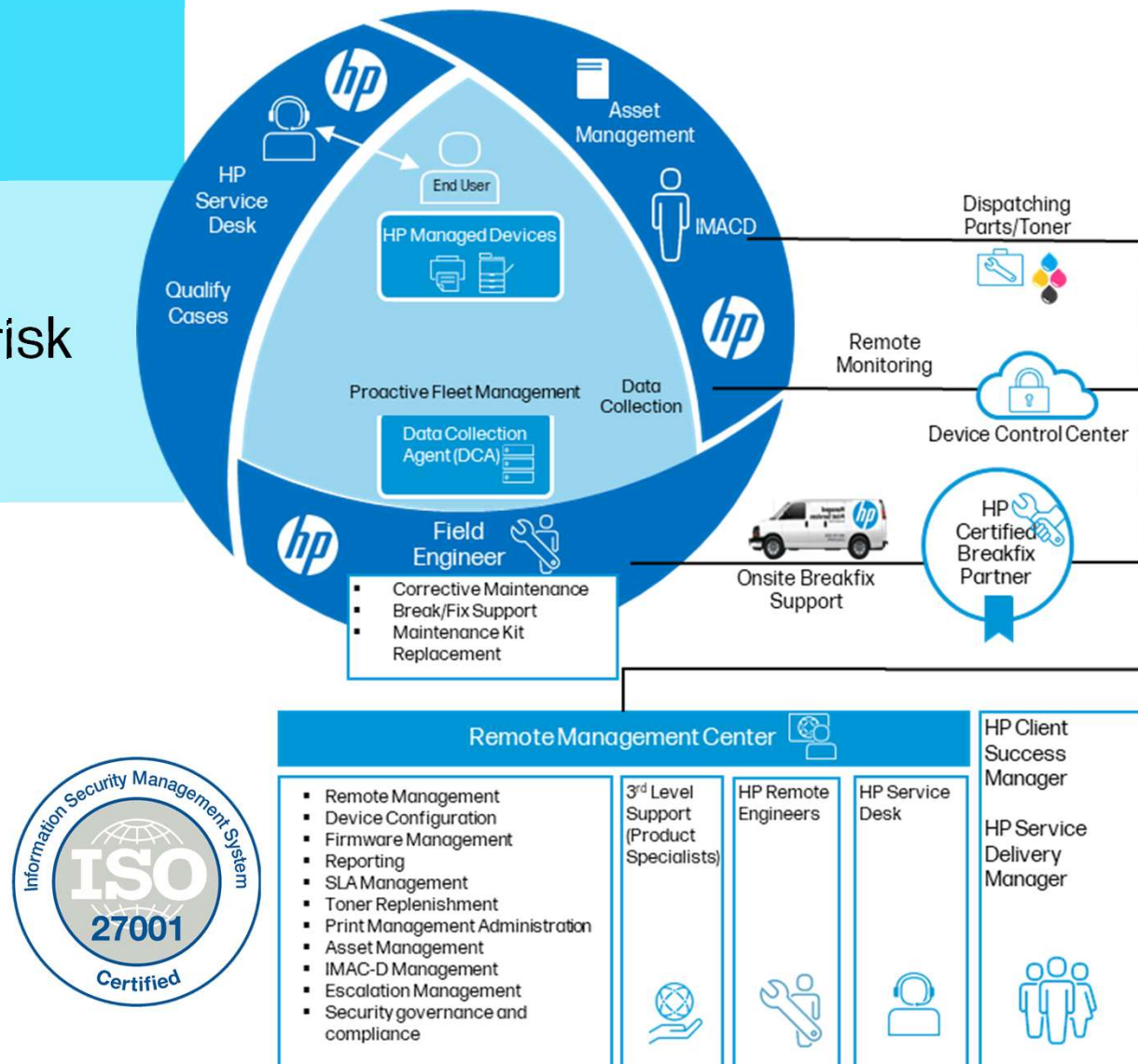
Our approach to MPS innovation



Post Implementation Support Model

Ensuring unified experience of hardware support, solutions & risk management

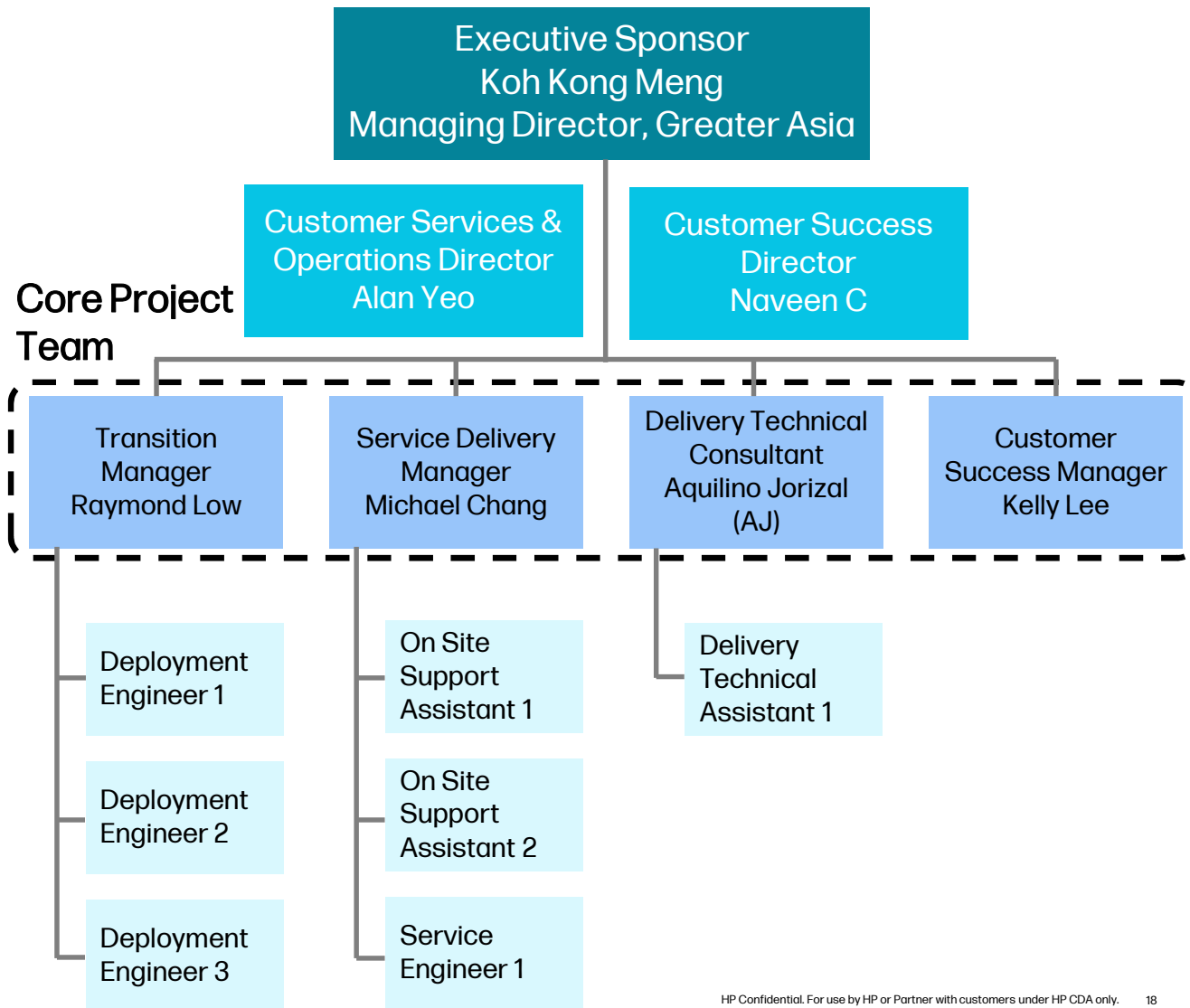
- Warm-body touch points including Customer Success Manager (CSM) and On-Site Administrators (OSAs)
- Proactive fleet management
- Tailored business continuity management based on severity and criticality
- Remote fleet monitoring to trigger low supplies alerts and delivery



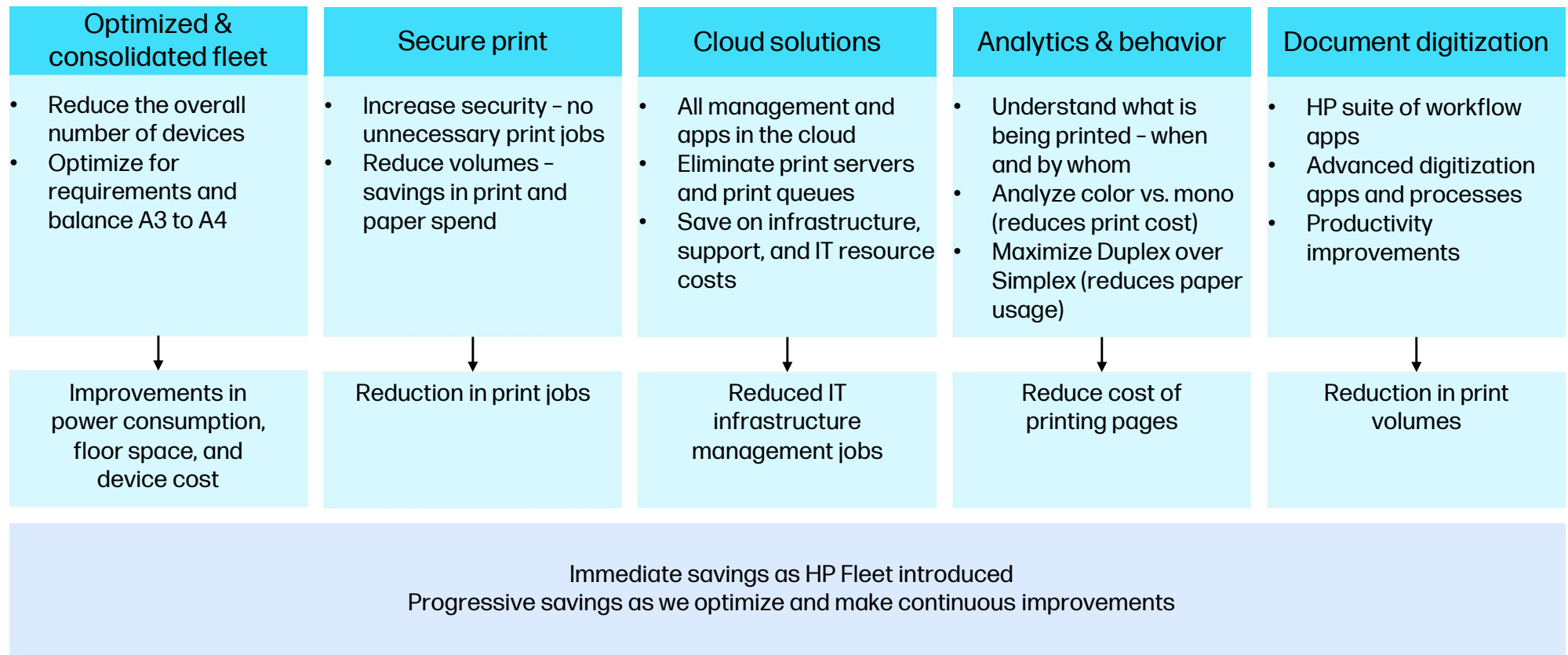
Support Team Structure & Escalation Path

A thriving support team ensuring piece of mind and satisfactory resolutions

- Direct and immediate escalation pathway for expedited communication
- Ensure adherence to project deployment timelines
- Enforce the meeting of SLAs and contract deliverables
- Close loop feedback to maintain & exceed managed services satisfaction



Our approach to innovation and cost reduction



Put HP MPS to work for your organization

Contact your local HP representative to help you drive growth, reduce risk, and unleash productivity.

Collaborate to assess your specific organizational needs

Establish a plan to implement the best solution for today and into the future

Identify an environmental approach to align with your organization's sustainability goals



Start transforming your business today



Thank you
