

Manage print like any other IT service

HP Smart Device Services Manager



What if you could ...

- Reduce your service costs and increase operator productivity?
- Maximise device uptime through proactive management?
- Have supplies ordered automatically when needed?
- Produce a formatted billing report at any time?
- Migrate from discovery phase to live service with a click of a button?

With HP Smart Device Services Manager, you can.

Total print service remote control

Device discovery and change management

Automated meter collection and processing for billing

Automated supplies management and ordering

Automated service alerts and status

Full HP SDS remote management functionality

The challenge

Customer offices can have an unmanaged mix of printers, copiers, and fax machines. These devices are old, costly to run, and do not meet the needs of the modern office or IT security standards.

Managed Print Services can be used to redesign the output fleet, manage the devices to reduce service costs, increase customer efficiency, and maintain security.

HP Smart Device Services Manager is the answer, delivering breakthrough cloud-based remote service management technology to reduce costs, maximise uptime, and deliver exceptional service to customers.

The solution

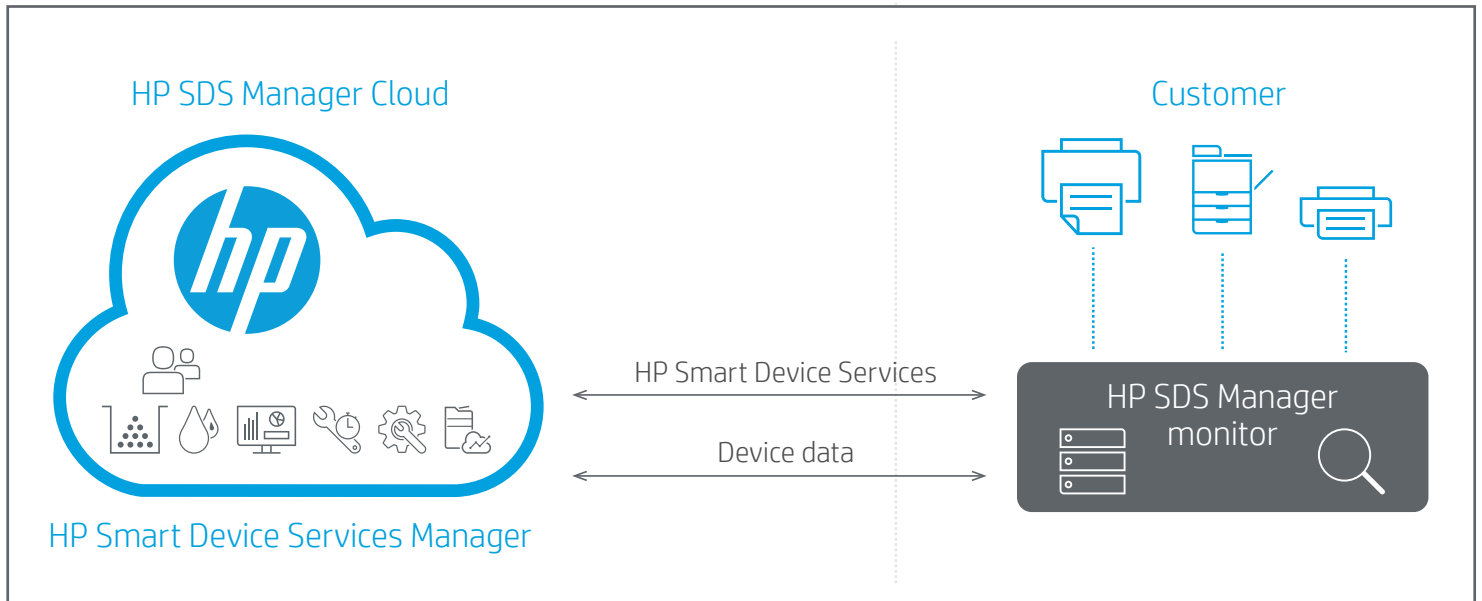
HP SDS Manager dramatically reduces your service costs, maximises device uptime, and delivers an exceptional service experience to your customers.

It provides advanced monitoring and management, allowing you to manage your customers' HP printers and MFPs like you would any other IT service.

HP SDS Manager supports the entire customer service lifecycle from planning through fulfilment to operations and service management, all via a simple-to-use hosted web interface.

HP Smart Device Services Manager

Single, simple to install, integrated monitor to deliver real MPS benefits



How does HP Smart Device Services Manager work?

The HP Smart Device Services Manager consists of a device monitor installed at each customer's site. Devices are monitored in real time. Processed encrypted information is sent to a secure web portal in the cloud.

The monitor software is simple to install, taking only a few minutes.

The system registers and connects discovered devices with HP SDS Manager to automate supplies management, deliver accurate page counts, and reduce service visits through HP SDS remote features.

Change the way you do business by changing the way you think about printing and deliver new outstanding service to your customers.

Core MPS features

Asset management

- Device monitoring and page counts
- Move and change control and alerts

Consumables management

- Supplies status and replacement requests

Incident management

- Device support and service alerts

Comprehensive reporting

Plus enhancements

Powered by HP SDS

- Advanced remote diagnostics
- On-demand repair videos
- Remote remediation services
- Controlled toner low alerts

Only available in select HP countries

For more information contact your HP Partner Manager or email hpsds@ekmglobal.com



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