

# HP Managed Services



TOPIC OF INFLUENCE: SUSTAINABILITY



# Introduction

Today’s organizations want a managed services partner who can look at their environment and processes and provide tangible business outcomes, whether their employees are in the office, at home, or on the go.

HP answers this need from both a print and compute perspective with HP Managed Print Services (MPS)—a comprehensive suite of hardware, software, and services delivered in a consultative engagement, and HP Device as a Service (DaaS)—to help optimize resources and maximize budgets.

HP Managed Services is an example of HP’s strategy around the circular economy—optimizing resource use and recycling through our service-driven model. Our vision is to become a fully circular company powered by service models. We are working to reach 75% circularity<sup>1</sup> for products and packaging by 2030.

As your innovative and strategic partner, we are ready to work with you to create solutions that meet your unique needs and help position you at the forefront of your industry.

This brochure describes how HP is committed to providing the services, products, and solutions that help organizations—across industries and across the globe—meet sustainability objectives through optimized resource use and recycling.

## What’s your area of interest?

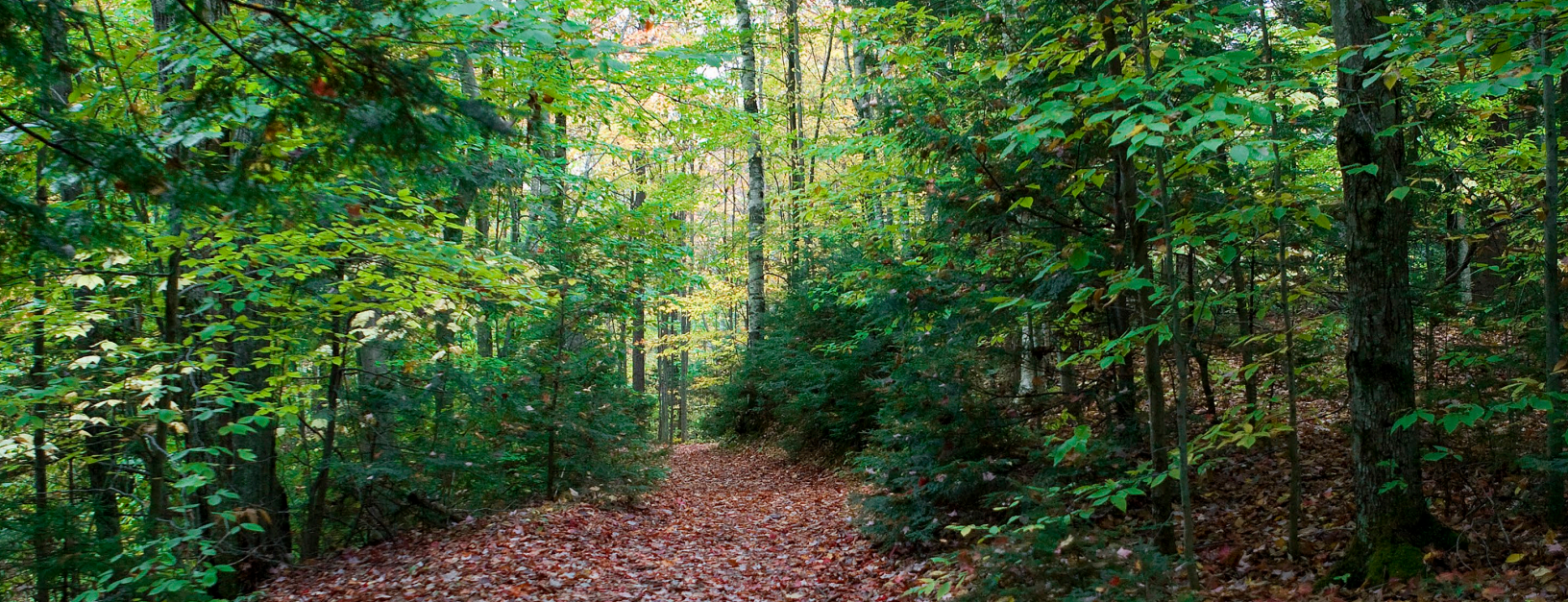
The Topics of Influence series covers the significant factors driving the agenda. In this brochure, discover how HP invests in the future to create long-term value for our clients.



Click the other topics of influence shown at right to learn more about each one.

<div>CLOUD</div> <div>Helping you drive your business with operational support enabled through HP’s cloud-based services</div>	<div>GLOBAL</div> <div>Harnessing technology internationally and optimizing its use to reduce operational costs</div>	<div>SERVICE AND DELIVERY</div> <div>Ensuring quality, predictability, and reliability with a seamless transition</div>
<div>CORPORATE RESPONSIBILITY</div> <div>Realizing the benefits of inclusion as a business value and discovering how HP employees contribute to communities around the world</div>	<div>MOBILITY AND WORKPLACE</div> <div>Implementing a strategy that works for your organization as it adjusts to changing processes around paper, devices, and the hybrid workplace</div>	<div>VISION</div> <div>Continually reinventing our company and our technologies so that industries, communities, and individuals can keep creating what matters most to them</div>
<div>FINANCIAL STRENGTH</div> <div>Investing our healthy profits in high-quality, innovative products and solutions to improve your business</div>	<div>SECURITY</div> <div>Providing the latest security technologies and processes for the advanced management of devices, data, and documents</div>	<div>WORKFLOW</div> <div>Working collaboratively to drive process efficiencies in document capture and digitization</div>





## Current situation

---

Environmental sustainability is increasingly recognized as an organizational imperative and a linchpin of long-term success. It can help drive innovation, create value, and differentiate the business.

It's not hard to see why. Becoming more environmentally sustainable can help organizations like yours save money, increase productivity, better manage risk, and fuel new opportunities.

Despite the growing trend toward more sustainable IT practices, one area is often overlooked: printing and document workflows. Printing is vital to workflow; it facilitates effective communications and brings ideas to life. Yet in many organizations, the imaging and printing fleet is a jumble of obsolete, redundant equipment. It lacks an easy way to centrally monitor performance—let alone improve it.

## Challenges facing clients

---

While the print industry is already playing a leading role in the shift to the circular economy, many organizations are not following suit. If you are not addressing your sustainability and environmental goals, chances are you're falling behind. An unsustainable print environment can result in:

- High energy costs
- Negative brand impact
- Paper, toner, and ink waste
- Lack of environmental awareness
- Employee dissatisfaction

Organizations that start now can address all of these challenges:

- Energy- and paper-saving technologies can help reduce environmental impact and costs
- Improved management can increase reliability and boost productivity
- Convenient recycling ensures that you can responsibly and securely dispose of unwanted hardware and supplies
- An optimized imaging and printing environment delivers benefits across an organization

## It's time to take action

### Why now?

If you have not yet been tasked to reduce IT's environmental impact, it's likely you will be soon. Increasingly strict regulatory requirements, higher energy costs, and heightened environmental awareness—by both consumers and competitors—add to the urgency.

### Why care?

New products and services can substantially reduce the environmental impact of imaging and printing. Improve your organization's bottom line and help attract and retain environmentally conscious talent.

### Why IT?

By transforming imaging and printing to be more efficient and productive, IT can make a strategic contribution to meeting your organization's sustainability and business goals.



# HP's guiding vision

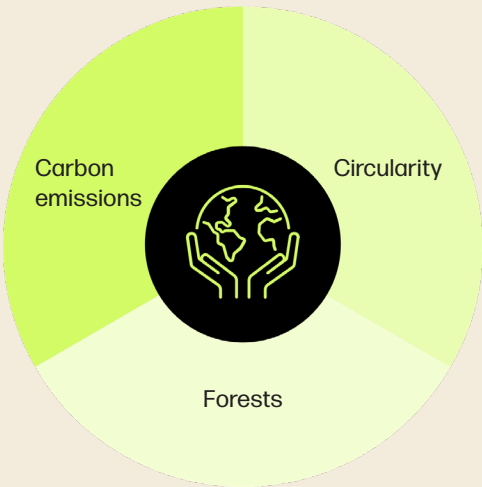
Our vision is to create technology that makes life better for every person, every organization, and every community across the globe.

Our sustainable impact strategy is designed to create lasting, positive change for the planet, our people, and the communities where we live, work, and do business.

We aim to be the world's most sustainable and just tech company—taking urgent action to combat climate change, protect human rights, and accelerate digital equity.

“From our earliest days as a company, HP has been a place where innovation drives extraordinary contributions to humanity.”

– Enrique Lores  
HP Inc., President and CEO



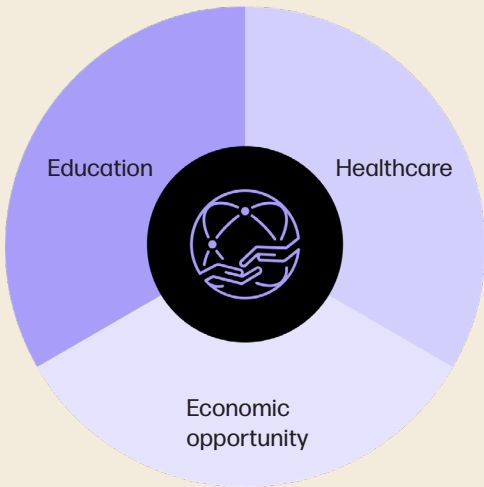
## PLANET - Climate Action

Drive toward a net zero carbon, fully regenerative economy while engineering the industry's most sustainable portfolio of products and solutions.



## PEOPLE - Human Rights

Create a powerful culture of diversity, equity, and inclusion. Advance human rights, social justice, and racial and gender equality across our ecosystem, raising the bar for all.



## COMMUNITY - Digital Equity

Lead in activating and innovating holistic solutions that break down the digital divide that prevents many from accessing the education, jobs, and healthcare needed to thrive. Drive digital inclusion to transform lives and communities.





# HP Managed Print Services capabilities

HP MPS provides global solutions and support, so that you and your employees can operate efficiently wherever business occurs. HP MPS facilitates implementing continuous and incremental improvements that enable your organization to respond to changes quickly and effectively, and develop sustainable value-creation business models.



Save energy,  
reduce costs

## ENERGY-SAVING TECHNOLOGIES AND PRODUCTS

Reduce energy use with features that automatically shut off HP devices when not in use and instantly turn them on when you need them. Choose HP hardware products that are ENERGY STAR® certified to experience even more energy savings.

## MULTIUSE DEVICES

Handle all printing, scanning, copying, and faxing needs from one device when you consolidate current hardware into fewer, more energy-efficient HP multifunction printers (MFPs).

## INTUITIVE PRINT MANAGEMENT TOOLS

Enable IT managers to centrally schedule sleep and wake-up modes across an entire print fleet, reducing fleet-wide energy consumption.



Cut paper waste,  
boost productivity

## DIGITAL TRANSFORMATION

Capture, connect, and communicate documents digitally, improving workflow and reducing paper waste.

## AUTOMATIC TWO-SIDED PRINTING

Print on both sides of a page to reduce paper waste by an estimated 25% or more.<sup>2</sup>

## USER-AUTHENTICATED PRINTING

Reduce unclaimed print jobs and misprints by 10% to 30% with pull- and PIN-printing solutions that enable users to claim jobs stored on networked printers.<sup>2</sup>



Recycling  
made easy

## DESIGNED FOR THE ENVIRONMENT

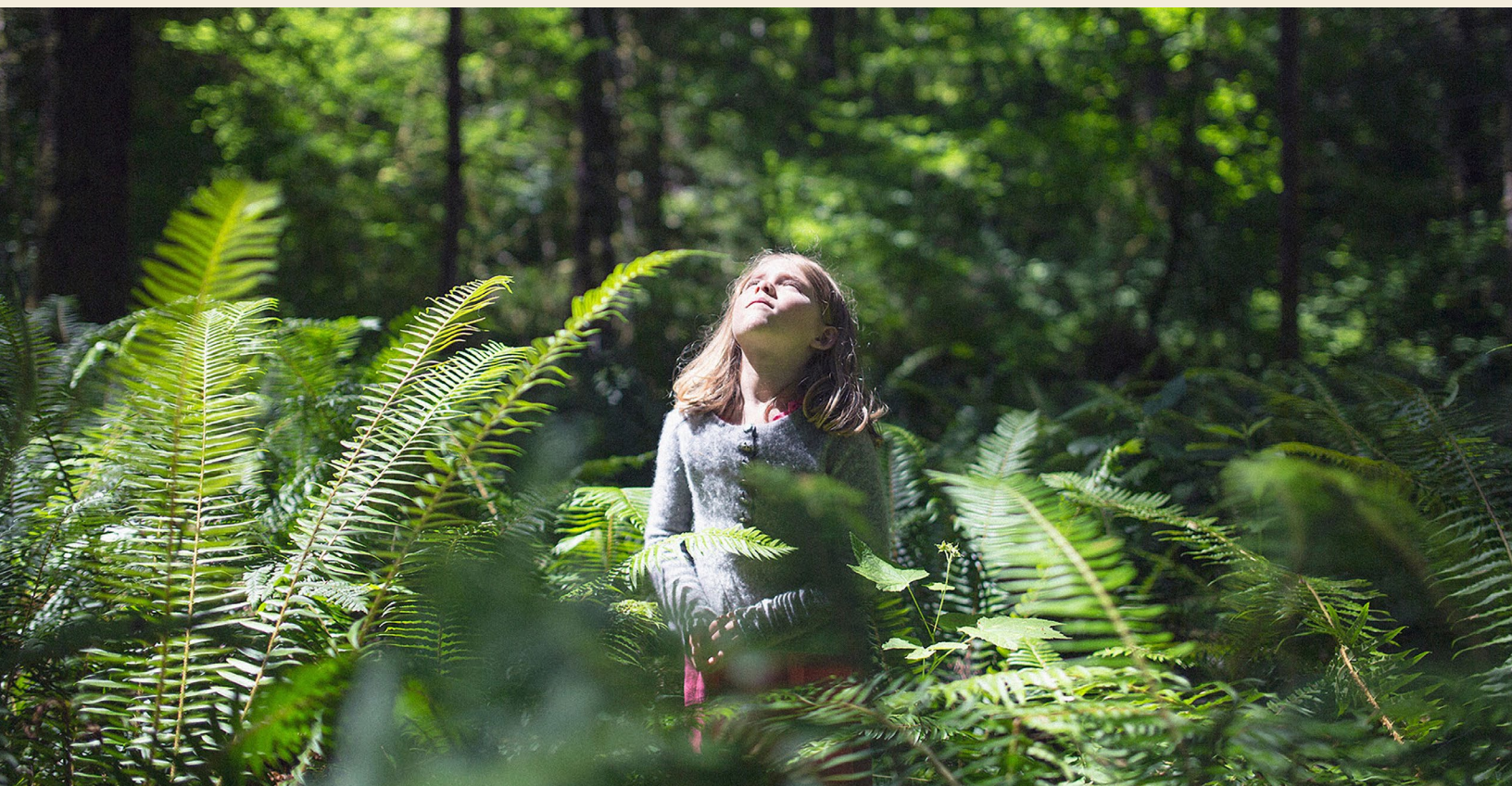
Choose products specifically designed to reduce environmental impact. HP's Design for Environment program develops hardware and print cartridges made using recycled plastic materials to be easily recyclable.

## HP ASSET RECOVERY SERVICES

Make it easy to securely remove, reuse, and recycle old equipment—including non-HP products—using HP's recovery, trade-in, and donation services.

## HP PLANET PARTNERS PROGRAM<sup>3</sup>

When you purchase Original HP supplies, you can be certain they can be recycled responsibly. HP has long been an IT industry leader in product reuse and recycling, and we publish our recycling program guidelines and results.







# HP Device as a Service capabilities



**Make the most of your investments**

Leverage HP global device provisioning capabilities,<sup>4</sup> world-class care, and AI-driven analytics<sup>5</sup> to manage your device lifecycle costs.

- Keep your devices running smoothly with world-class warranty and repair
- Take advantage of AI-driven analytics<sup>5</sup> for insights to help optimize your IT spending and resources

## INSIGHTFUL AND PREDICTIVE ANALYTICS

Use HP's AI-driven analytics<sup>5</sup> to deliver device, application, and usage insights, making the most of your IT investments. Whether you manage your devices yourself or choose to have HP Service Experts manage them, you can monitor device health and performance across manufacturers and platforms.

## SUPPORT FOR MAXIMUM UPTIME

To help protect your employees from work interruptions, select from options like Next Business Day Onsite, Accidental Damage Protection, and Defective Media Retention services.<sup>6</sup> Add services such as HP Care Packs or HP Premier Care as you need to—it's easy to boost your coverage.<sup>7</sup>



**Free up cash flow**

Manage your budget with a predictable payment, and prioritize allocations based on your business needs.

- Take control of your expenses, cash flows, and refresh cycles with flexible payment terms<sup>8</sup> that scale to your business
- Streamline your IT spend with the ability to flex your devices and refresh mid-term based on your workforce and IT needs<sup>7</sup>

## BUILT FOR EVERY BUDGET

With your budget and priorities in mind, HP Device as a Service makes it easy and comfortable to adopt new technologies into your existing environment. HP Financial Services<sup>9</sup> offers a flexible payment solution with terms that scale and work for your business. Or, bring your own private partner or third-party financing.



**Improve the employee experience**

Use insightful analytics to fine-tune your employee experience and support high satisfaction and productivity.<sup>5</sup>

- Ensure your employees stay up and running, using telemetry and analytics<sup>5</sup> for devices and applications
- Look behind the scenes to understand your users' needs and provide the right devices for their work tasks

## THE RIGHT DEVICES FOR THE JOB

HP has you covered with a selection of devices as unique as your business. Choose from a comprehensive portfolio of multi-OS hardware, including our most secure and manageable Windows<sup>®</sup> and Chrome<sup>™</sup> Enterprise notebooks, desktops, and workstations.<sup>9</sup>

## HP DEVICE RECOVERY SERVICE

Securely retire your end-of-use devices with expert data erasure services and device re-purposing that help drive a more sustainable, circular economy.

HP Device Recovery Service is designed for the responsible collection and processing of end-of-use devices to recover and reuse as much material as possible to reduce negative impact on the environment and communities.



## Key programs



### HP EVOCYCLE TONER CARTRIDGE

In December 2021, HP introduced in France<sup>10</sup> the HP EvoCycle Toner Cartridge, designed to help public sector and enterprise customers meet their sustainability requirements.<sup>11</sup> The cartridges incorporate reused and recycled components from Original HP Toner Cartridges returned within the region through HP Planet Partners.

EvoCycle cartridges include 76% reused and recycled components (excluding toner and parts that directly impact print quality), or 45% by absolute weight.<sup>12</sup> This innovative process enables EvoCycle cartridges to have a lower production-phase carbon footprint than standard Original HP Toner Cartridges,<sup>11</sup> while supporting the circular economy by using less virgin plastic. Since cartridges are manufactured and supplied within France, the program also reduces the carbon footprint associated with product distribution and helps sustain local jobs.



### TRANSFORMING TO A CIRCULAR BUSINESS

We use ocean-bound plastic (OBP) in an increasing number of HP products across our portfolio, and have launched more than 300 new products around the world that contain small quantities of OBP since 2017.<sup>17</sup>

Examples include:

- Personal systems products such as the HP Pavilion x360 15 Convertible PC (5% OBP in the speaker enclosure) and the HP Z1 Entry Tower G8 (5% OBP in the speaker enclosure and bezel)
- The new Z series, launched in 2021, is the first full series of HP displays to contain OBP, including in large parts such as the stand (5%) and rear cover (5%)
- HP Presence is the world's first conferencing solution made with OBP. HP Presence meeting room solutions contain 5% OBP in the speaker enclosure
- Exclusively from HP, many Original HP integrated print head ink cartridges contain OBP (minimum of 5%), validated by UL<sup>18</sup>



### CARBON NEUTRALITY

The planet's first comprehensive carbon neutral certified Managed Print Service,<sup>19</sup> HP MPS received the CarbonNeutral® Service certification on September 1, 2020. In accordance with The CarbonNeutral Protocol, the certification covers lifecycle emissions of HP printers, Original HP supplies, and paper due to raw material extraction, manufacturing, transportation, use, and end of service.

In 2021, we extended CarbonNeutral product certification to HP Component MPS, which provides partners a mechanism to make their contractual obligations carbon neutral using the same stringent requirements and standards as HP MPS.

HP MPS is developed with your needs and the planet's resources in mind. Our pledge is to offer our customers printing that is forest positive, carbon neutral, and supports a circular economy.

## Committed to action

Our climate action strategy is to drive toward a net zero carbon, fully regenerative economy while engineering the industry's most sustainable portfolio of products and solutions. Track our progress in our 2021 Sustainable Impact Report.<sup>13</sup>

**1.46M**

tonnes of supply chain CO<sub>2</sub>e emissions avoided since 2010<sup>14</sup>

**39%**

reduction in HP product use GHG emissions intensity, compared to 2015<sup>15</sup>

**59%**

reduction in Scope 1 and Scope 2 CO<sub>2</sub>e emissions from global operations, compared to 2015

**44%**

reduction in single-use plastic in our packaging,<sup>16</sup> since 2018, compared with a 19% reduction in 2020



# HP is one of the world's most sustainable companies



## Why HP?



#1 of America's most responsible companies<sup>20</sup>



#10 of world's 250 best-managed companies<sup>21</sup>



170 countries<sup>22</sup>



38+ years of experience<sup>22</sup>



World's most secure printers<sup>23</sup>



1,000,000+ devices under contract<sup>22</sup>



HP's most advanced print security with layered protection and resiliency<sup>23</sup>



The planet's first comprehensive carbon-neutral certified MPS offering<sup>19</sup>

<sup>1</sup> Percentage of HP's total annual product and packaging content, by weight, that will come from recycled and renewable materials and reused products and parts by 2030.

<sup>2</sup> Typical of those reported by leading industry analysts and HP client engagements. 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.

<sup>3</sup> Program availability varies. Original HP cartridge return and recycling is currently available in more than 50 countries, territories, and regions in Asia, Europe, and North and South America through the HP Planet Partners program. For more information, visit [hp.com/recycle](https://hp.com/recycle).

<sup>4</sup> HP Device Provisioning Services is not included and is a separate add-on.

<sup>5</sup> HP Proactive Insights or HP Active Care is required for analytics to be included.

<sup>6</sup> HP Care Packs are sold separately. Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit [hp.com/go/cpc](https://hp.com/go/cpc). HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

<sup>7</sup> Service levels and response times may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit [hp.com/go/carepack](https://hp.com/go/carepack).

<sup>8</sup> Payment solutions may be available through HP Integrated Financial Solutions endorsed financial partners, subject to country location, credit approval, and other restrictions. Not all services or offers may be available and not all customers may qualify. HP Integrated Financial Solutions' Partners may change or cancel program at any time without notice.

<sup>9</sup> For full system requirements, please visit [hpdas.com/requirements](https://hpdas.com/requirements). The HP Chromebook Enterprise G2, HP Chromebook Enterprise 14A G5, and HP Chromebook Enterprise x360 14E.

<sup>10</sup> As of July 2022, this program is only available in France.

<sup>11</sup> 2021 Four Elements Consulting LCA study, commissioned by HP, provides a comparative environmental assessment of an Original HP Toner Cartridge (CF226A) with an HP EvoCycle Cartridge (CF226XR) utilizing the most current data on production practices, recycling, product quality, and usage trends (see [hp.com/go/EvoCycle-HP-2021](https://hp.com/go/EvoCycle-HP-2021)). The LCA leverages a 2021 SpencerLab Reliability study, commissioned by HP, comparing Original HP CF226X Toner Cartridges with HP EvoCycle CF226XR Toner Cartridges. For details, see [spencerlab.com/reports/HP-EvoCycle2021.pdf](https://spencerlab.com/reports/HP-EvoCycle2021.pdf). The LCA concludes that the HP EvoCycle has a 37% lower carbon footprint than the HP CF226A in the production phase and a 1.8% lower carbon footprint when looking at the entire lifecycle of the cartridge.

<sup>12</sup> Weight percentage where toner and components considered by HP to be critical to print quality (cleaning blade, imaging drum, developer blade, developing roller, and charge roller) are excluded: 36% reused, 40% recycled. Total 76% reused/recycled. Absolute weight percentage excluding toner: 21% reused; 24% recycled. Total 45% reused/recycled.

<sup>13</sup> Get the report at [hp.com/v2/GetDocument.aspx?docname=c06040843](https://hp.com/v2/GetDocument.aspx?docname=c06040843).

<sup>14</sup> HP estimates supplier GHG emissions avoided based on supplier-reported energy savings from specific energy efficiency projects (compared to projected energy use without those projects) and supplier use of zero emissions energy. These energy data are converted into GHG emissions avoided using emission factors for electricity and fuel types. This data also includes estimates of product transportation-related GHG emissions avoided, related to specific initiatives to improve product transportation efficiency.

<sup>15</sup> Product use GHG emissions intensity describes the performance of our portfolio, taking into account changes to product mix and business growth. HP product use GHG emissions intensity measures per unit GHG emissions during anticipated product lifetime use. These values are then weighted by contribution of personal systems and printing products to overall revenue in the current year. These emissions represent more than 99% of HP product units shipped each year, including notebooks, tablets, desktops, mobile computing devices, workstations, and displays; HP Inkjet, LaserJet, DesignJet, Indigo, Scitex, and Jet Fusion 3D printers; and scanners. Although HP updated its carbon footprint calculation methodology in 2021 (see the methodological updates box on page 15 of the 2021 HP Sustainable Impact Report [here](#)), we continue to calculate this metric using the original methodology, for comparability with past years.

<sup>16</sup> Calculated as the percentage of primary plastic packaging (by weight) reduced per unit shipped. Excludes secondary and tertiary packaging components. Includes HP personal systems and printer hardware packaging. Does not include packaging for the following: Graphics Solutions hardware other than PageWide XL and DesignJet printers; 3D printing hardware; print supplies; refurbished products; and accessories such as third-party options, drop in box, and aftermarket options.

<sup>17</sup> As of December 31, 2021. Not all products are available in all countries.

<sup>18</sup> Original HP ink integrated printhead cartridges only. UL 2809 Environmental Claim Validation Procedure; see [ul.com/news/hp-receives-first-recycled-content-validation-ocean-bound-plastics-uk](https://ul.com/news/hp-receives-first-recycled-content-validation-ocean-bound-plastics-uk). An HP-commissioned August 2021 Keypoint Intelligence report verifies HP is the only in-class printer OEM with ink cartridges containing recycled ocean-bound plastic validated by UL 2809. See [keypointintelligence.com/HPPlanetPartners](https://keypointintelligence.com/HPPlanetPartners).

<sup>19</sup> Based on results of third-party (WSP) research for HP of OEM MPS providers with carbon neutral offers as of June 2020. "Comprehensive" means the planet's only globally certified carbon neutral MPS service that covers lifecycle emissions due to raw material extraction, manufacturing, transportation, use of HP printers, Original HP supplies, and paper and end of service.

<sup>20</sup> Newsweek, 2021, [newsweek.com/americas-most-responsible-companies-2022](https://newsweek.com/americas-most-responsible-companies-2022).

<sup>21</sup> The Wall Street Journal, 2021, [wsj.com/articles/explore-management-top-250-11639167806](https://www.wsj.com/articles/explore-management-top-250-11639167806).

<sup>22</sup> Based on HP internal data and research. HP does business in 170 countries, has over 1,000,000 devices under contract in the HP direct business, and has over 38 years of experience in printing: [hp.com/hpinfo/about/hp/facts/museum/imagingprinting/0018/index.html](https://hp.com/hpinfo/about/hp/facts/museum/imagingprinting/0018/index.html).

<sup>23</sup> HP's most advanced embedded security features are available on HP Enterprise and HP Managed devices with HP FutureSmart firmware 4.5 or above. Claim based on HP review of 2021 published features of competitive in-class printers. Only HP offers a combination of security features to automatically detect, stop, and recover from attacks with a self-healing reboot, in alignment with NIST SP 800-193 guidelines for device cyber resiliency. For a list of compatible products, visit [hp.com/go/PrintersThatProtect](https://hp.com/go/PrintersThatProtect). For more information, visit [hp.com/go/PrinterSecurityClaims](https://hp.com/go/PrinterSecurityClaims).

