



# UPS TSG Managed Print Training

HP Managed Print Services Program

July 2015

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# HP Managed Print Services Overview



# Managed Print Benefits to UPS | Company-Wide



	Optimize Infrastructure	Manage Environment	Improve Workflow
Value	Put the right devices in the right places and increase security	Manage, track, and simplify your imaging and printing environment	Digitize and streamline paper-intensive business processes

## Lower TCO

- Reduce printing costs

## Sustainability

- Shrink carbon footprint
- Fewer devices use less energy
- Reduce paper consumption

## Security

- Secure printer hard drives
- Increase network security
- Pull Print authentication

## Service Quality

- Print usage visibility
- Proactive supplies management
- Proactive support services
- Optimized print environment



# Managed Print Benefits | UPS End-User



**1**

Improved user interfaces with touchscreen displays

**2**

Greater access to multi-function features

**3**

Electronically capture & share documents in secure manner

**4**

Confidential printing – hold a job until ready for pick up

**5**

Proactive supplies replenishment

**6**

Simplified support model with single vendor (HP)

**7**

Refreshed hardware installed on network with all available functionality

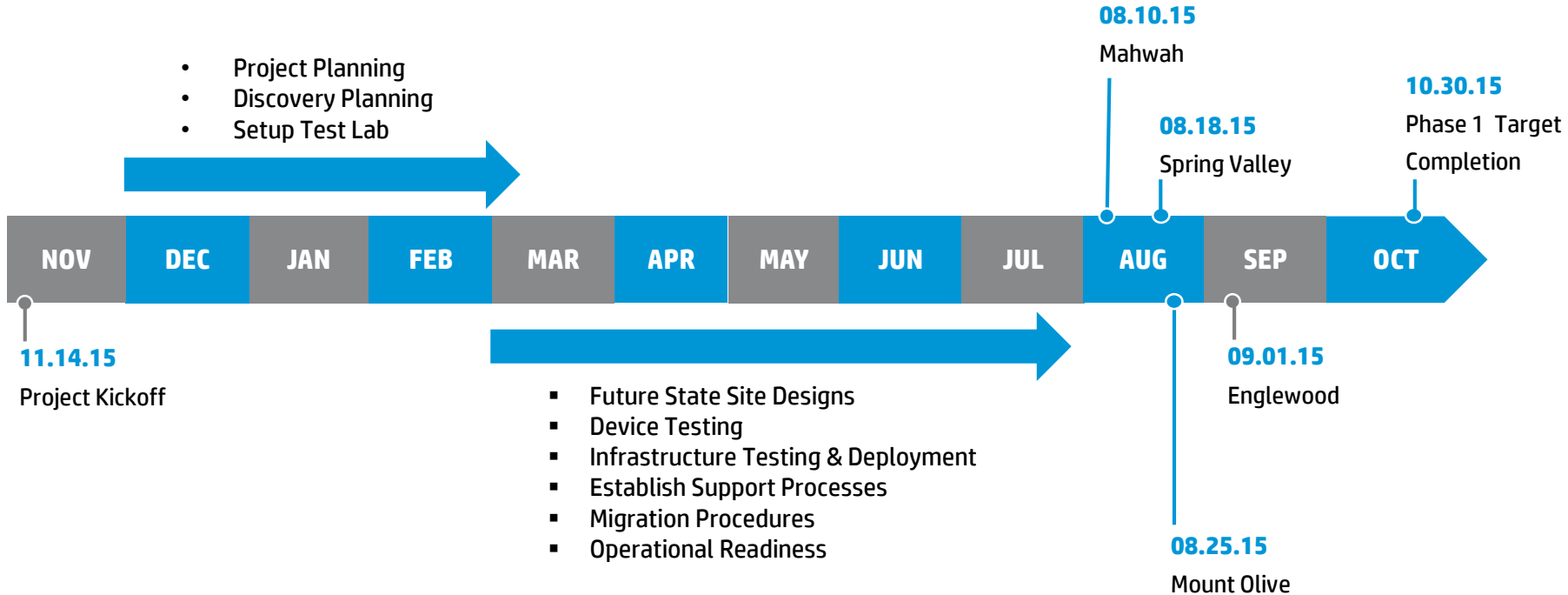


# UPS Project Overview & Scope





# UPS | MPS Phase 1 Implementation Timeline



# UPS Managed Print Project Scope



## Phase 1

- Domestic US sites
- First site deployment begins August 10, 2015
- Minimum Devices: 466
- Approximate Number of Sites: 25
- Cross section of UPS site types and sizes
- Single Function and Multi Function devices included
- Phase 1 Deployment concludes October 30, 2015

## Phase 2

- Deployment targeted to begin April 2016
- Estimated Number of Devices: 8500
- Sites: All domestic US sites
- Phase 2 schedule to be determined



# Devices Included In UPS Managed Print Environment



## HP OfficeJet

- HP OfficeJet Enterprise Color X555
- HP OfficeJet Pro X576
- HP OfficeJet Enterprise Color X585F



## HP LaserJet

- HP LaserJet P3015
- HP LaserJet 4015
- HP Color LaserJet Enterprise CP4525
- HP LaserJet Enterprise M602 & M603
- HP LaserJet Enterprise M605 & M606



## HP LaserJet Multi-Function Device

- HP LaserJet Enterprise Flow MFP M830
- HP LaserJet Enterprise MFP M630
- HP LaserJet Enterprise M4555 MFP
- HP LaserJet Enterprise M525 MFP
- HP LaserJet Enterprise M725 MFP
- HP LaserJet Enterprise M775F MFP
- HP Color LaserJet Enterprise Flow M680Z MFP



# UPS Device and Locations | In Scope & Outside Scope



Within Scope of MPS	Outside Scope of MPS
<ul style="list-style-type: none"><li>• General use devices</li><li>• Print   Copy   Scan   Fax devices</li><li>• Office locations within a building</li></ul>	<ul style="list-style-type: none"><li>• Specialty devices</li><li>• Devices located in UPS Stores   MBE locations   UPS customer locations (WorldShip)</li><li>• Devices dedicated to a specific application</li><li>• Devices dedicated to running a UPS LoB</li><li>• Scanners dedicated to a UPS LoB</li><li>• Devices on operations floor used in-line with processing of UPS packages</li></ul>

**Note:** Continued site-by-site evaluation to determine in and out of scope



# MPS Deployment Processes



# MPS Site Migration Documentation



## HP Printer & MPS Project Migration Procedures

### UPS Systems Engineering | TSG | HP Technical Responsibilities:

- *Pre-Deployment Tasks*
- *Day of Deployment Tasks*
  - *User Print Migration Tasks*
- *Post Deployment Tasks*

*\*Document posted on HP MPS AVS Site*



# Deployment Responsibilities | HP & UPS



Stage		Systems Engineering	TSG	Local Communication Group	UPS End User	HP
Pre-Deployment	Post site-specific XML file with new printer queue configuration	✓				
	Site Checklist survey is posted		✓			
	Confirm future state device locations		✓			
	Identify MPS toner points of contact		✓			
	Perform back up of printer queues		✓			
	Create and stage new printer queues		✓			
	Remediate HP UPD on the print server		✓			
	Distribute communication to site			✓		
Day of Deployment	Disconnect old printers and move to staging area					✓
	Install new printers					✓
	Use DS Print Manager to connect to new print queues				✓	
	Provide device familiarization training					✓
Post Deploy	Remove old printer queues from printer server		✓			
	Remove legacy devices		✓			

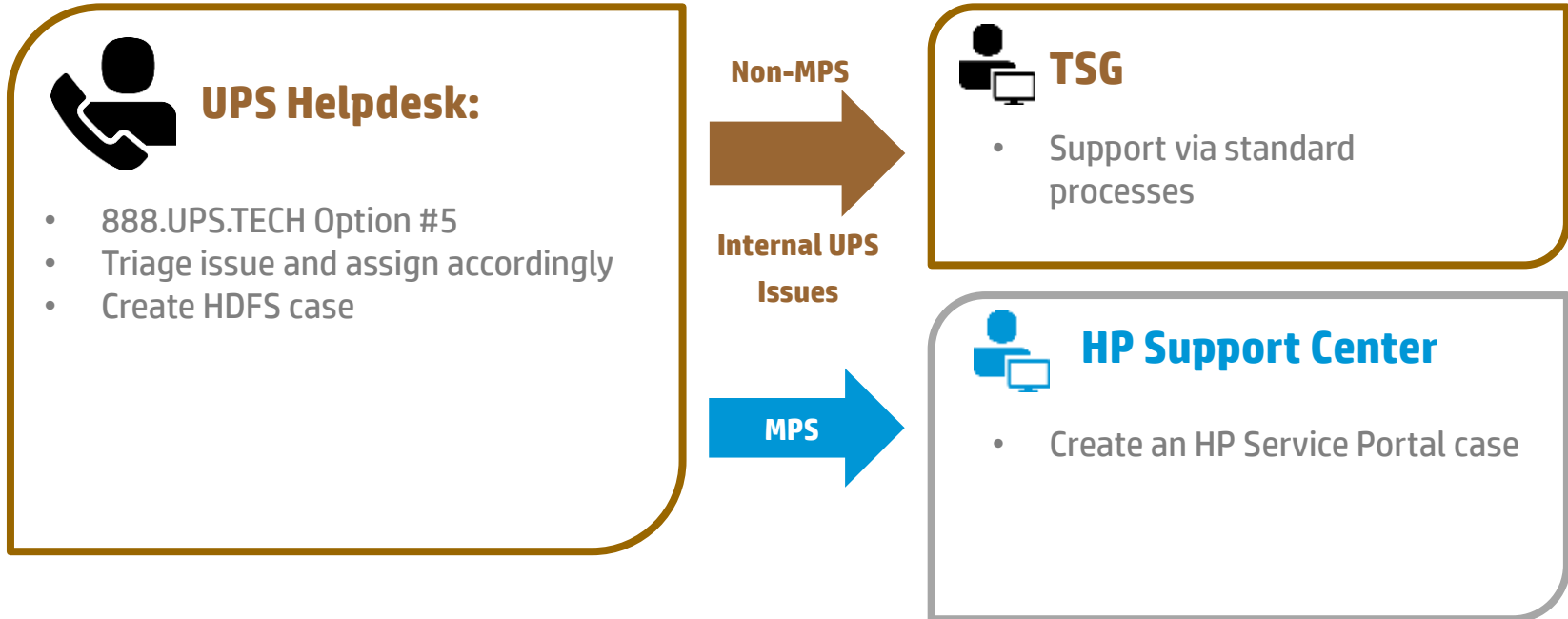
# Support Processes



# Support Process Overview



**UPS End Users will continue to contact the UPS Helpdesk for assistance:**



# Support Responsibilities | HP & UPS



	UPS End User	UPS Help Desk	TSG	HP Support Center	HP Field Tech	HP Fleet Engineer
Notify UPS Helpdesk of MPS device issue	✓					
Perform triage of MPS device with UPS end user		✓				
Contact HP Support Center for dispatch		✓				
Dispatch HP field engineer to resolve issue				✓		
Perform device repair or configuration					✓	
Close HP ticket				✓		
Close UPS ticket						✓
Continued support   remediation of non-MPS devices			✓			
Provide support for UPS related issues			✓			







# How to Identify an HP MPS Device

Below is an example of the sticker found on the front of the printer to denote a device as part of the MPS fleet:



# Support Escalation Paths



HP

**Contact:** Escalation Distribution: [ups.acct.mgmt@hp.com](mailto:ups.acct.mgmt@hp.com)

- Hardware Functionality
- Supplies Availability
- Service Level Misses

UPS

**Contact:** Corporate I.S. HP MPS Project Team SharePoint:

<http://wss.inside.ups.com/sites/CRA/HPMPS>

- Effectiveness of MPS
- Feedback Process
- New Requests
- Support Escalation Issues



# Device Administrative Rights



The following resources have **device** administrative rights:

## UPS

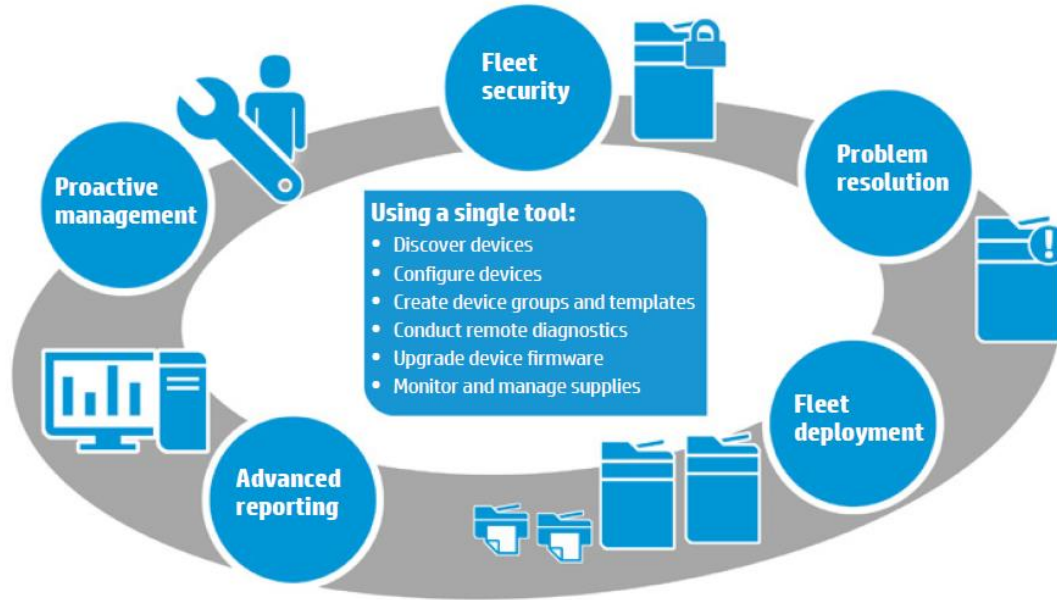
- Systems Engineering

## HP

- HP Call Center
- Remote Management Center
- Onsite Administrator
- Technical Consultant



# Web Jetadmin Overview



## WJA Administrative Capabilities: HP Responsibilities

- Fleet Deployment & Configuration
- Problem Resolution & Supplies Monitoring
- Advanced Reporting, Analysis, & Alerts
- Proactive Management
- Fleet Security Configuration & Monitoring

## UPS TSG WJA Usage:

- TSG will have read only permissions
- Select desired site (building mnemonic)
- View device status
- URL: [wja.inside.ups.com:8000](http://wja.inside.ups.com:8000)

# HP Web Jetadmin Overview



## Access:

- Go to a web browser and type **wja.inside.ups.com:8000** for the Web Jet Admin server

<IP Addresss of WebJet Admin Server> <EXAMPLE: 10.242.62.123:8000>



# HP Web Jetadmin Overview



## WJA Interface

The screenshot displays the HP Web Jetadmin interface for configuration management. The main window is titled "HP Web Jetadmin - mps-stc-wja" and includes a menu bar with "File", "View", "Tools", and "Help". The interface is divided into several panes:

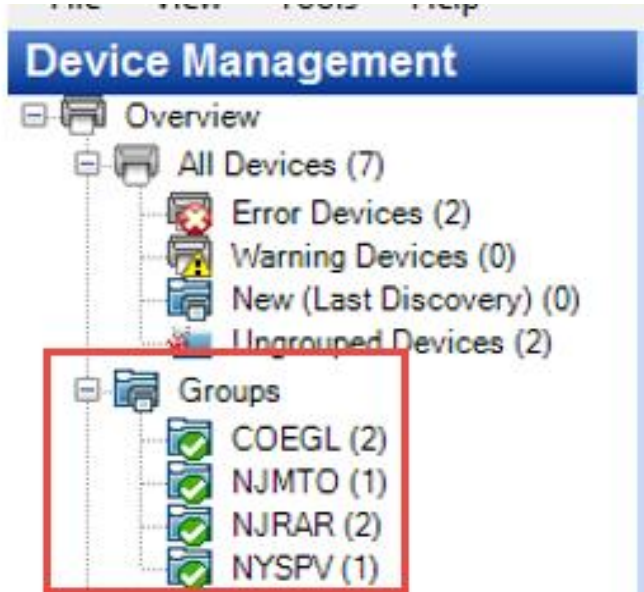
- Device Management:** A tree view on the left showing "Overview" with categories like "All Devices (7)", "Error Devices (2)", "Warning Devices (0)", "New (Last Discovery) (0)", "Ungrouped Devices (2)", and "Groups" including "COEGL (2)", "NJMTO (1)", "NJRAR (2)", "NYSPV (1)", and "Configuration".
- Configuration:** The main area contains four sub-panels:
  - Configuration - Recent Configurations:** A table listing recent configuration tasks with columns for Task, Start Time, and Initiator. The first row is highlighted.
  - Configuration - Active Configurations:** A table with columns for Task Name, State, Initiator, and Start Time. It includes "Stop" and "View..." buttons.
  - Configuration - Scheduled Configurations:** A table with columns for Task Name, Start Time, and Initiator. It includes "Delete" and "Edit..." buttons.
  - Configuration - Templates:** A list of configuration templates such as "200 - EVIS Test Lab Password", "250 - Community Name", "260 - Disable SSL", "275 DNS Server Production Only", "299 - Admin Icon Lockdown (for smrt only)", "299 - Expense Report for MFP, product...", "299 - MFP (tax header)", "299 - P/L password", "300 - MFP 525", "300 - MFP 775", "cert", and "Control Panel Display (Default)". It includes "Create...", "Apply...", "Edit...", "Delete...", "Copy...", and "View" buttons.



# HP Web Jetadmin Structure



## Left Navigation Pane: Groups Menu Contains Site Mnemonics



# HP Web Jetadmin Structure


## Device Reports within the Site Mnemonic: Example



Status Alerts Troubleshoot Reports Supplies Capabilities

Embedded Web Server

Device



Information

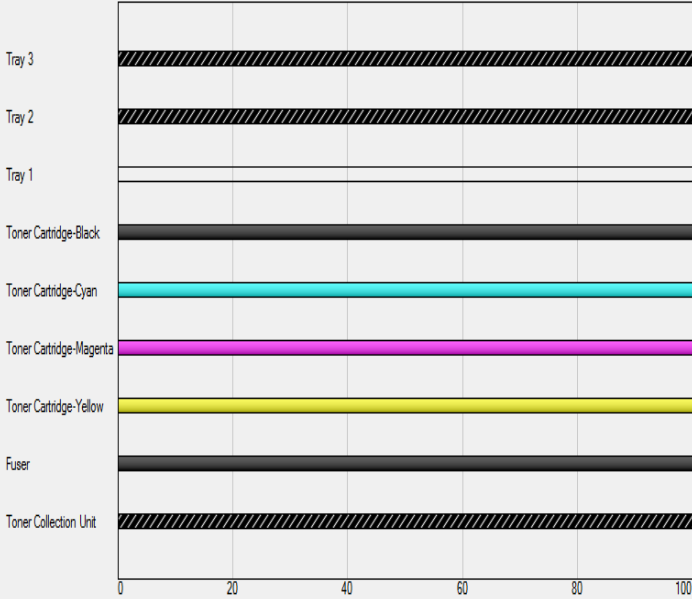
Device Model:	HP Color LaserJet M553
IP Hostname:	np132acec.americas.hpqcorp.net
IP Address:	16.88.223.19
System Contact:	
Last Discovered:	5/14/2015 11:39 AM
Port (Any):	1
Status:	In Deep Sleep
Last Communication:	7/27/2015 12:22 PM
Hardware Address (MAC):	D0BF9C32ACEC

Status

In Deep Sleep

Sleep mode on  
Ready

Supply levels



Tray 3	100%
Tray 2	100%
Tray 1	100%
Toner Cartridge-Black	100%
Toner Cartridge-Cyan	100%
Toner Cartridge-Magenta	100%
Toner Cartridge-Yellow	100%
Fuser	100%
Toner Collection Unit	100%

Supply level is estimated only (the use of 1% increments does not imply a 1% level of accuracy). Other HP tools may show supplies levels in different percentage increments. Actual supply level and pages remaining will vary depending on types of documents printed and other factors.





# Supplies Management Processes





# Supplies Management Responsibilities | HP & UPS

		UPS End User	HP Service Portal	HP OSA	HP ADM	HP CE
Toner or Ink	Printer toner or ink is proactively replenished		✓			
	Manually order toner or ink (special circumstances)			✓	✓	
	Perform replacement activity	✓				
Staples	Manually order staples or staple cartridge <b>TBD*</b>					
	Insert staples into device	✓				
PM Kit	Preventative Maintenance Kit is proactively replenished		✓			
	Manually order PM Kit (special circumstances)			✓	✓	
	Perform replacement activities					✓

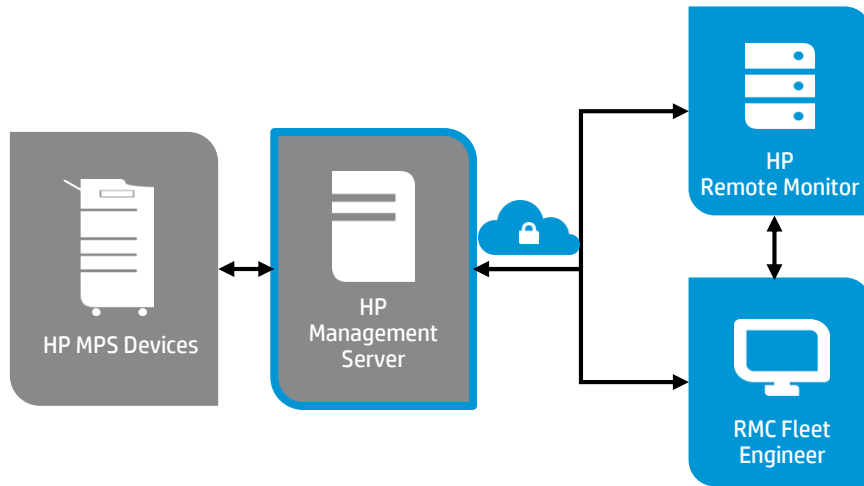
**Note:** Staples ordering is currently planned to be a manual ordering process; details of this process are in progress



# Automated Supplies Fulfillment | Overview



*Enabling technology to collect usage & supplies across the enterprise fleet*



## Description:

- MPS device usage data is collected from printer fleet
- Pre-defined supplies threshold triggers proactive supply replenishment
- Replenished supply is sent out within one business day

## Pre-Defined Thresholds:

- Consumables: 20% (current setting, to be monitored during Phase 1)
- Maintenance Kit: 2%
- Fuser: 2%
- Transfer Kit: 2%





# Supplies Ordering Governance

Staples are the only supplies that require manual ordering at this time. Manual ordering of Toner/Ink and PM Kits will be provided if required based on special circumstances.

## Toner | Ink



- **Auto-replenished** via Service Portal
- Manual ordering will be placed by sending request to the following email:
- [ups.acct.mgmt@hp.com](mailto:ups.acct.mgmt@hp.com)

## Staples



Staples ordering is currently planned to be a manual ordering process; details of this process are under development

## PM Kit



- **Auto-replenished** via proactive monitoring
- Manual ordering will be placed by sending request to the following email:
- [ups.acct.mgmt@hp.com](mailto:ups.acct.mgmt@hp.com)



# UPS Toner | Ink Recycling Process

## 1. Load Box

Place empty supply into the bag and box that accompanied the new HP printing supply

## 2. Close Box

Close the box using flaps

## 3. Apply Label

Affix shipping label that accompanied the new HP printing supply

## 4. Give to Carrier

Place package at UPS pick up location

# Tools and Resources



# MPS Tools & Resources



## Tools:

- [Web Jetadmin](http://wja.inside.ups.com:8000): wja.inside.ups.com:8000: *monitor devices by site mnemonic*

## Training:

- [UPS Training Portal](#): *Training repository containing all MPS training including:*
  - *Device familiarization including webinar*
  - *Device troubleshooting*
  - *Common device tasks: Fax | Copy | Scan to email | Secure Print*
  - *TSG support information*
  - *Toner | Ink recycling*

## Project Links:

- [HP MPS AVS](#): *Installation documentation, support and training information*
- [HP Managed Print Services SharePoint](#): *Forms to collect site feedback & requests for new requirements*

## HP Contacts:

- **T. Williams**: *Onsite Administrator* | [t-howard.Williams@hp.com](mailto:t-howard.Williams@hp.com) | 201.828.7631
- **Michael Weeks**: *ADM* | [Michael.weeks@hp.com](mailto:Michael.weeks@hp.com) | 208.333.5091
- **Lucy Salazar**: *ADM* | [lucinia.salazar-rojas@hp.com](mailto:lucinia.salazar-rojas@hp.com) | 201.289.8839



**Thank You**

