

HP Document Delivery Assessment Service

Service brief



Let us design an output management solution that's right for you.

Information management infrastructures at most companies are big and intricate. They may encompass business-critical applications; forms management tools; Web publishing and e-mail systems; and thousands of printers, multipurpose copiers, and fax machines. Getting a handle on these large environments and identifying how the success—or failure—of information delivery can affect your business is a complex, time-consuming job. So is designing a comprehensive solution to manage the flow of documents throughout your fast-moving global enterprise.

HP's Document Delivery Assessment is an efficient, cost-effective way to analyze your current information delivery infrastructure and build a blueprint for a faster and more reliable document delivery system. Our highly knowledgeable consultants have extensive experience in output management, so we can rapidly identify opportunities for improvement and custom-tailor a solution that's just right for you and your business. The end result is a comprehensive plan for dramatically improving the speed and reliability of information delivery in your organization.

HP's Document Delivery Assessment provides an efficient, cost-effective analysis of your current information delivery infrastructure, as well as a plan for improving your document delivery system.

How the service works

This assessment follows a thorough, step-by-step process to capture all aspects of your information delivery environment and design just the right solution for your business' unique needs. We begin by meeting with your managers to understand existing key document-centric business processes. Next, we collect data on your existing information delivery infrastructure—including your applications, network, client and server hardware, support and maintenance models, and output destinations.

Once we have a clear picture of what your infrastructure looks like and your document delivery needs are, we work closely with your IT organization to design an output management architecture capable of meeting your document delivery goals. The final step is the creation of a comprehensive Document Delivery Solution Architecture Blueprint, which can be used to drive detailed project planning and definition.

What you get

At the conclusion of your assessment, you'll receive the Document Delivery Solution Architecture Blueprint. We will also conduct a comprehensive review of the architecture blueprint with your management and IT staff, and define next steps, if they are applicable.

How you benefit

A Document Delivery Assessment is the first step on the path to improved output management. It helps your organization

- Identify where document delivery problems are impacting your business processes negatively— or posing a security risk
- Document your complete information delivery infrastructure
- Prioritize opportunities for improvement based on risk analysis
- Design the right architecture to meet your document delivery goals
- Estimate the resources required to implement and maintain an output management system

Moreover, if you choose to roll out an output management solution based on the design created during your assessment, you can

- Dramatically reduce output management costs
- Reduce help desk/support calls; for example some customers have reported up to a 70 percent decrease in the number of support calls related to output management issues
- Improve employee satisfaction and productivity
- Decrease business disruptions and related revenue loss due to document delivery failure
- Streamline business workflows, improving time to market and customer services
- Satisfy regulatory compliance requirements, such as secure document delivery and audit trailing

Who we are

HP Document Delivery Professional Services are the document delivery specialists with many years of output management experience. We can work with you to design and implement an output management solution that's right for your business. Our services encompass the Document Delivery Assessment, as well as solution development, deployment, management, and support.

We understand enterprise environments

We've helped hundreds of corporations successfully design and implement output management solutions in unforgiving enterprise environments, where lost or late information can cost millions of dollars. We've even helped ourselves. Following HP's merger with Compaq, we successfully simplified our own output management environment to improve reliability and enable centralized control—saving the company US\$1 million per year in the process.*

Global resources with a local presence

We combine the resources of a large, global enterprise with local services that speak your language. With highly trained consultants around the world, we provide the same responsive service whether you're based in a remote location or a major market.

Our people make the difference

Our group has particular expertise in designing and implementing output management solutions for enterprise environments where document delivery is business critical. We have worked with some of the world's largest companies—including Agilent, Allergan, Eastman Chemical, Nestle, PacifiCorps, and our own internal team. Each member of our team brings top-quality skills to the process of analyzing output management needs; identifying, developing, and integrating custom solutions to meet those needs; and providing superior project management. On average, our consultants have 7 to 10 years of dedicated document delivery experience.

* "HP solves its own print infrastructure challenges and realizes operational cost savings with HP Output Server" (07/2005, 4AA0-1204ENW).

HP Document Delivery Assessment Service—at a glance

What do we do: As part of each Document Delivery Assessment, we analyze your information management infrastructure and design an architecture for improving the speed and reliability of document delivery throughout your enterprise.

Who we are: Our consultants have an average of 7 to 10 years of dedicated document delivery experience.

Global presence: With highly trained consultants around the world, we provide the same responsive service whether you're based in a remote location or a major market.

Our partners: Our partners include Microsoft®, Oracle®, and SAP.

Our customers: Our customers include Agilent, Allergan, Eastman Chemical, Nestle, and PacifiCorp, as well as many other Fortune 500 companies.

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For more information, visit www.hp.com/united-states/outputmanagement/

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