



HP Smart Device Services (SDS)



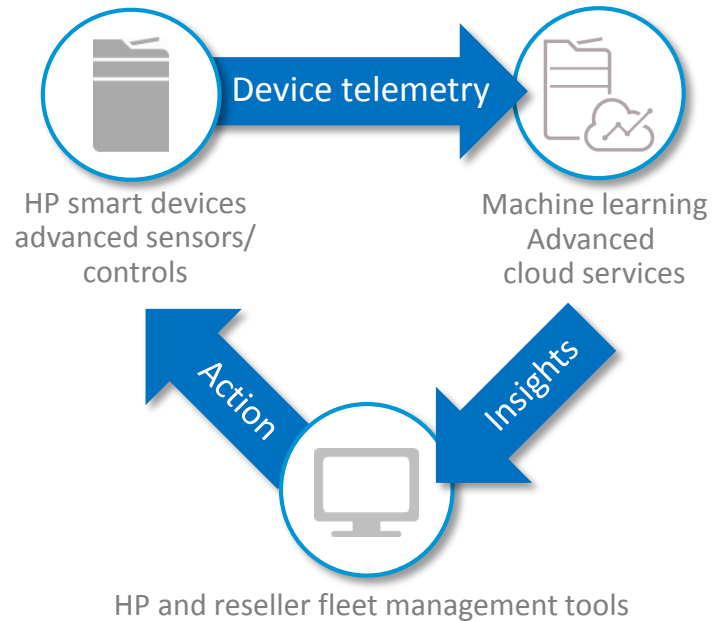
HP Smart Device Services (SDS)

Keep business moving with fast, efficient service, and reduce time spent waiting for fixes

Delivering maximum uptime

- Minimize downtime with technology that allows your service provider to pinpoint issues before there's a problem
- Reduce on-site visits, calls, and wait times—HP SDS allows service providers to quickly resolve simple issues remotely
- Get the right fix the first time—service techs know the right parts and exact procedures before they leave for a service call

How it works

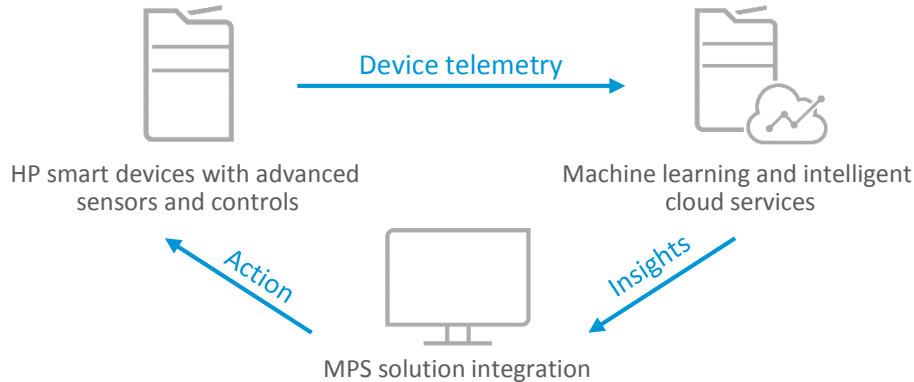


Keeping your data and network secure

- Only device ID and telemetry data are tracked; no user data is collected
- Offers the same secure network protocols used by web banking applications, Microsoft® Outlook, and Office 365
- Requires Original HP supplies in the device

HP Smart Device Services (SDS)

Delivering maximum uptime and leading service experiences



Benefits

- Minimize downtime with technology that allows your service provider to pinpoint issues before there's a problem
- Reduce on-site visits, calls, and wait times—HP SDS allows service providers to quickly resolve simple issues remotely
- Get the right fix the first time—service techs know the right parts and exact procedures before they leave for a service call

Key capabilities

- Smart devices communicate their health status and provide diagnostic insights to quickly solve problems the first time
- Predictive technology anticipates failures before they become problems
- Remote servicing allows your service provider to diagnose and fix issues remotely
- Only device ID and telemetry data are tracked; no user data is collected
- Offers the same secure network protocols used by web banking applications, Microsoft® Outlook, and Office 365

Spotlight

Target

MPS customers seeking to maximize device uptime and increase office productivity.

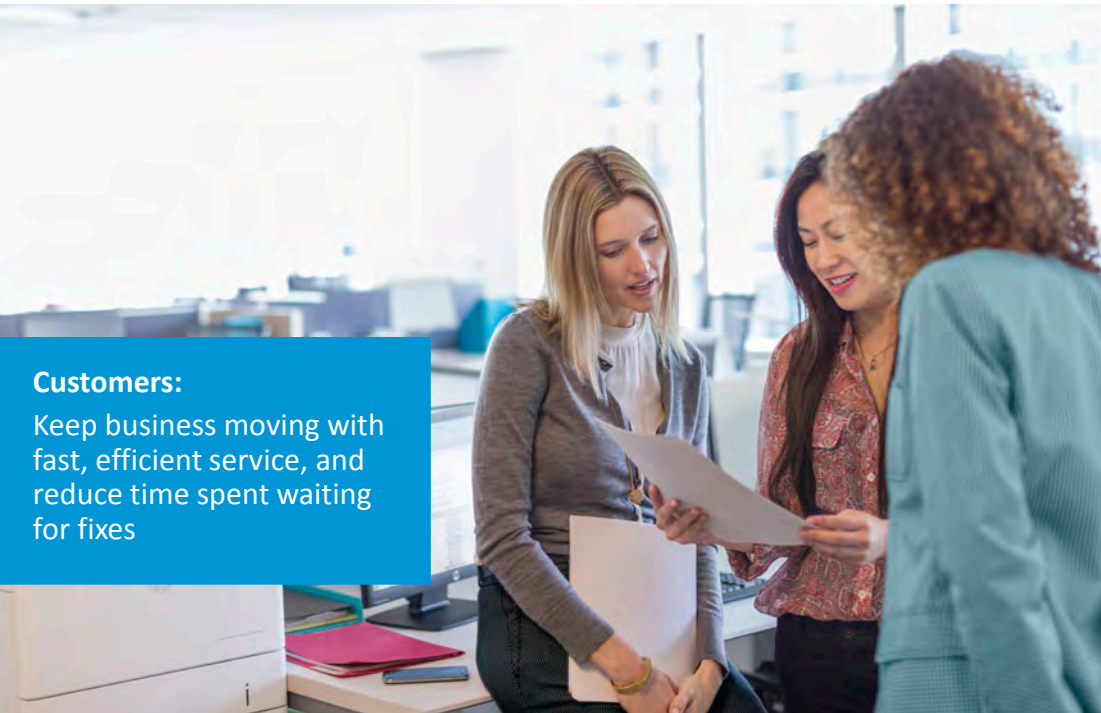
Availability and pricing

Available world-wide. SDS is delivered through MPS software solutions and requires the use of HP original supplies. Please check with your MPS provider for SDS availability and pricing.

SDS supported devices
hpsdsdevicesupport.com

Customers:

Keep business moving with fast, efficient service, and reduce time spent waiting for fixes



The technology landscape is changing

Businesses are embracing new technologies to transform service delivery and customer experiences



Predictive analytics

Machine-learning AI



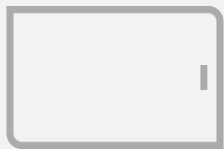
Cloud services

Powerful computing access



Internet of Things

Everything is connected



Smart devices

Sensors and controls



Mobility

Services delivered through apps



Security

Every connection must be secure

HP Smart Device Services (SDS)

Transforming the office of the future

Today

- Device stops or breaks, requiring a reactive service call and downtime
- Service technicians must come on-site to diagnose and solve problems
- Some problems require multiple visits before the issue is resolved

Maximizing uptime with HP SDS

- **Smart devices** communicate their health status and provide diagnostic insights to quickly solve problems the first time
- **Predictive technology** anticipates failures before they become problems
- **Remote servicing** allows your service provider to diagnose and fix issues remotely



HP Smart Device Services design

Delivering maximum uptime and leading service experiences



Smarter devices

- Designed for remote management and service
- Sensors, event logs, and telemetry data provide device health information

Device telemetry



HP SDS cloud services

- Big data and predictive machine learning proactively identify device health issues and predict failures
- Detailed service diagnostics, instructions, and remote controls are provided to quickly handle service issues

Action



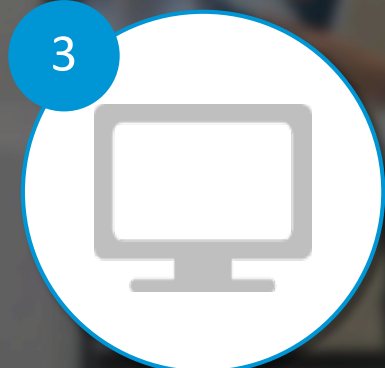
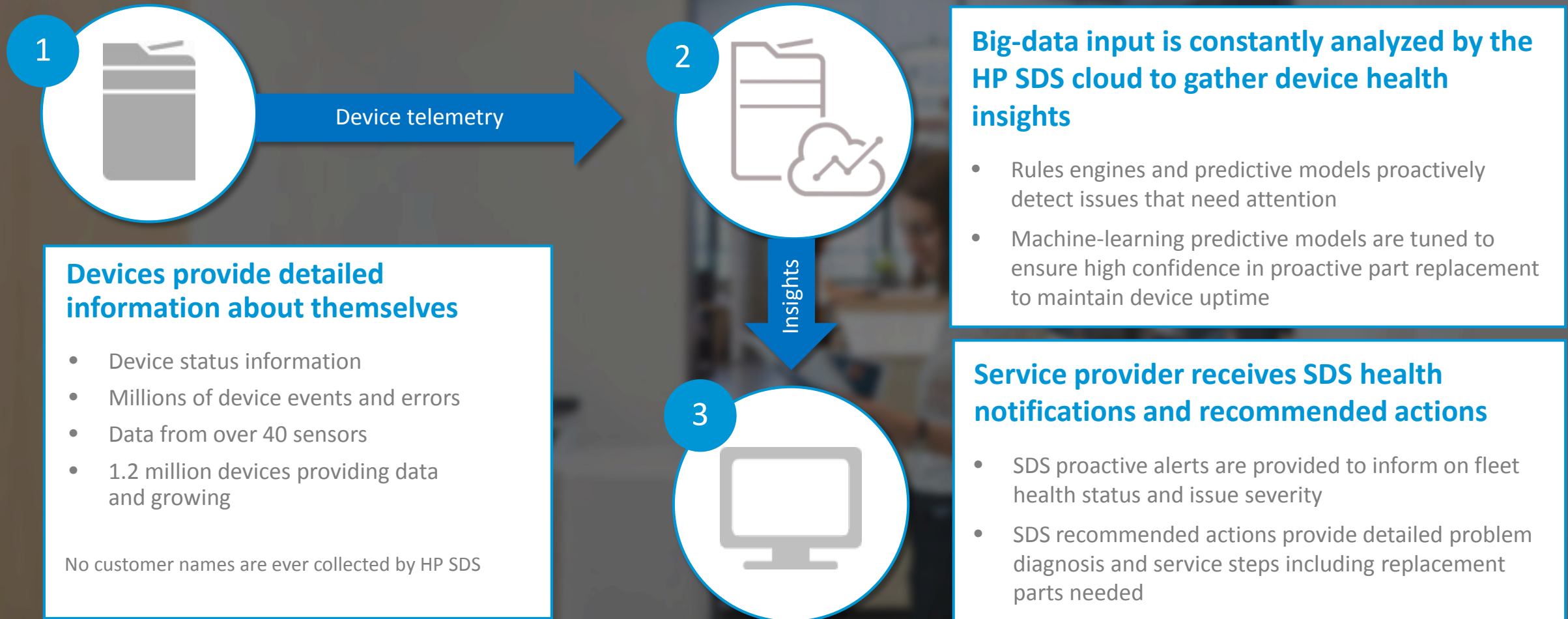
HP and reseller fleet management tools

- Seamless integration into HP MPS and other industry-leading MPS software tools
- Requires Original HP supplies in the device

Insights

Predicting parts failures

HP SDS machine-learning technology delivers better uptime experiences



Device telemetry

Insights

Devices provide detailed information about themselves

- Device status information
- Millions of device events and errors
- Data from over 40 sensors
- 1.2 million devices providing data and growing

No customer names are ever collected by HP SDS

Big-data input is constantly analyzed by the HP SDS cloud to gather device health insights

- Rules engines and predictive models proactively detect issues that need attention
- Machine-learning predictive models are tuned to ensure high confidence in proactive part replacement to maintain device uptime

Service provider receives SDS health notifications and recommended actions

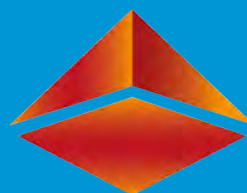
- SDS proactive alerts are provided to inform on fleet health status and issue severity
- SDS recommended actions provide detailed problem diagnosis and service steps including replacement parts needed



HP SDS keeps your data and network secure

- Only device ID and telemetry data are tracked
- Customer names, user data, and job content are not collected
- Offers the same secure network protocols used by web banking applications, Microsoft® Outlook, and Office 365
- Server clouds are hosted in the United States and Germany





PARAMOUNT

> BUSINESS PRODUCTS > SOLUTIONS
> SUPPORT > CONSULTANCY

