



## Playbook Index

This toolkit provides an overview of HP co-brandable assets you can use to sell Managed Print Services.

## 1. Guidance for content use

- Personas snapshot
- Co-branding guidance
- 2. Content Summary
- 3. Source Links to Assets
- 4. Visual Directory of Assets
  - Assets across the customer journey
  - Digital Banners, Social Assets & EDMs



## Change Log

Date	Summary of update	What was updated



Guidance for content use



## MPS PERSONAS SNAPSHOT— key roles to speak to about MPS for hybrid work



## HYBRID WORK & THE CIO / ITDM

#### THEY ARE EXPERIENCING...

The No Normal. Their digital transformation roadmap has been torn up & they are rushing to piece together a resilient IT infrastructure that ensures business momentum is not interrupted

#### THEY ARE BEING TASKED WITH...

Maximising the performance of a connected workforce, securing a fragmented workplace & identifying opportunities to capitalise on changing employee behaviour to drive efficiencies

#### THEY AIM...

To maximise the productivity of a secure, ready from anywhere workforce & invest in a future fit ecosystem of technologies able to meet the continuously evolving needs of the business

#### THEY NEED...

Agile, flexible suppliers & trusted partners with the ability & willingness to craft tailored IT solutions that digitise manual processes, aid collaboration & thereby enable hybrid working



#### **HYBRID WORK & THE COO**

#### THEY ARE EXPERIENCING...

The No Normal. They are at the sharp end of workplace & workforce disruption, managing an accelerated shift to Hybrid Work that puts immense pressure on the organisation's human & technological infrastructure

#### THEY ARE BEING TASKED WITH...

Maintaining the smooth running of the business, maximising the productivity of a connected workforce & creating the conditions for the innovation that will help the organisation win the future

#### THEY AIM...

To make sure that collaborative, motivated & productive teams are ready from anywhere & motivated to deliver

#### THEY NEED...

Data-driven, cloud-powered suppliers & partners able to offer flexible solutions that bring work to the worker

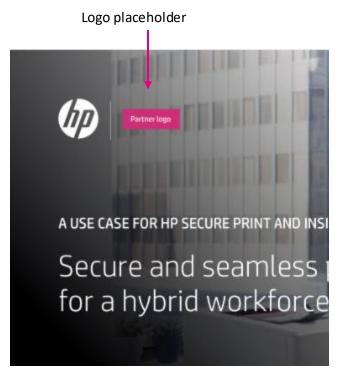


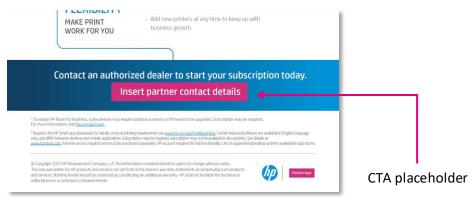
## Co-branding guidance

Sales and marketing assets will be provided with placeholders for partner logo and call to action, where required. For use, these placeholders should be replaced with the channel partner's logo and call to action according to co-branding guidance. Claims and footnotes need to be reviewed and substantiated based on local country guidelines and partner capabilities.

Œ

Link to access













## **Glossary of Terms**

Term	Definition
Asset Hub	A content repository for HP and Partners - creative source files to be used by agencies or in-house graphic experts.
Sales Central	A content repository for HP and Partners for the latest product information, fresh sales and marketing assets.
Drivers	Assets such as social media, emails or digital banners that promote a specific piece of content.
ABM	Account based marketing. This content is designed to be used within an account-based marketing approach, but content can also be used in a generic customer journey.

## Please note

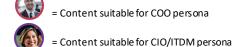
- Content pieces should be available one click away from social post or email
- Ensure relevant legal footer information is included when co-branding content for use

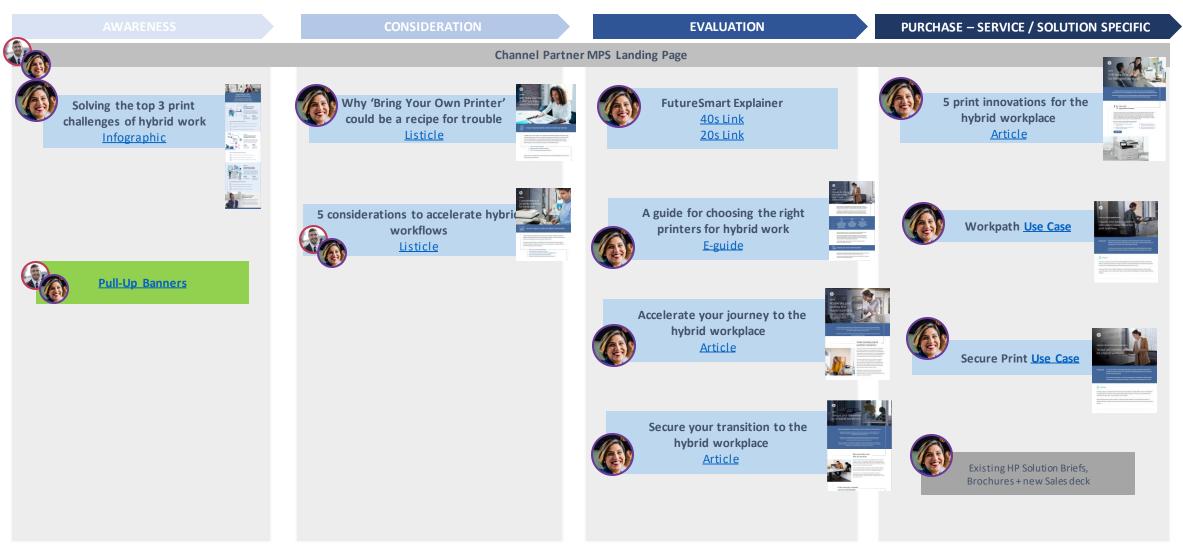


**Content Summary** 



## **Content Map** — suggested stages of customer journey where content pieces fit







# 3

## Source Links to Assets

Asset Hub Folder



## Connected Workforce assets (1 of 2)

Asset Hub Channel MPS Hybrid Work

Туре	Asset Name	Overview	Asset Hub to source files	Link to drivers
Pull-up Banners	Hybrid Print Made Easy pull up Banner	2 variations of a pull-up banner for channel partners to print and use in trade shows, events etc. Core version is provided in English, but 8 other translated versions include, German, French, Spanish, Italian, Vietnamese, Korean, Indonesia Bahasa and Thai.	Link	-
Infographic	Solving the top 3 print challenges of hybrid work*	A visual asset showing the challenges and the solves for IT managing a hybrid workforce.	Link	Link
Listicle	Why 'Bring Your Own Printer' could be a recipe for trouble*	Listicle that discusses the 3 risks of leaving people to their own devices – the issues BYOP can create and suggests answers for hybrid print with MPS.	Link	Link
Listicle	5 considerations to accelerate hybrid workflows*	A 5-step listicle that addresses issues around: current levels of digitization, end-point & connection security, accessibility of print to distributed teams, new opportunities for automation based on how people work.	Link	Link
Video	FutureSmart Explainer Video	40 second and 20 second animated explainer videos on the features and benefits of HP's FutureSmart. Includes subtitle and non-subtitle versions in US and UK English.	40s Link 20s Link	Social copy on individual slide
e-Guide	A guide for choosing your printer for cloud-first capabilities*	E-guide outlining the benefits of cloud printing and the considerations to keep in mind when selecting the right cloud-enabled print devices and solutions for a hybrid workforce.	Link	Link

<sup>\*</sup>Core assets are complete with UK and US English variations. Driver assets include social post copy and email HTML & OFT.



## Connected Workforce assets (2 of 2)

Asset Hub Channel MPS Hybrid Work

Туре	Asset Name	Overview	Asset Hub link to source files	Link to drivers
Article	Accelerate your journey to a hybrid workforce*	Article discussing evolving hybrid working behaviors, tactics for organizations to consider in enabling hybrid work, and the HP print solutions that enable IT teams to build a future-fit fleet that is underpinned by security.	Link	Link
Article	Secure your transition to a hybrid workforce*	E-guide providing an overview of the shifting security landscape as a result of widespread hybrid work, and some of the solutions and techniques organizations can apply to mitigate elevated risk, especially in relation to print devices.	Link	Link
Article	5 print innovations for the hybrid workforce*	Article summarizing 5 HP print innovations that enable productive work, including fleet-wide upgradable firmware, world's smallest enterprise-class MFPs, security, sustainable printing, Al-powered predictive servicing.	Link	Link
Use Case	Support your hybrid workforce with unified cloud-connected print workflows*	A use case outlining the hybrid work challenges for IT teams and the potential benefits from HP Workpath solutions.	Link	Link
Use Case	Secure and seamless printing for a hybrid workforce*	A use case outlining the hybrid work background, challenge for IT teams and the solution and benefits offered by HP Secure Print and Insights solution.	Link	Link
Intro Email		Generic EDM introducing the option to explore how HP print service and solutions could help the customer with their transition to hybrid. Not connected to a specific asset.	Link	-

<sup>\*</sup>Core assets are complete with UK and US English variations. Driver assets include social post copy and email HTML & OFT.



# 4

## Visual Directory of Assets

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## Pull-up Banners

## **Hybrid Print Made Easy**

2 variations of a pull-up banner for channel partners to print and use in trade shows, events etc. Core version is provided in English, but 8 other translated versions include German, French, Spanish, Italian, Vietnamese, Korean, Indonesia Bahasa and Thai.

**Asset Hub Link** 







## Infographic

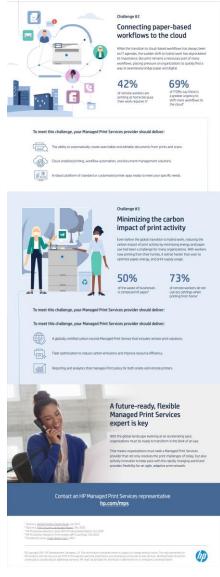
# Solving the top 3 challenges of hybrid work

A visual asset showing the challenges and the solves for IT, managing a hybrid workforce.

Asset Hub Link – US & UK versions

Asset Hub Link – Email & Social





#### Social posts and EDMs







Dear shame:

Can your farms print securely from remote locations? Most IT managers sould say thems print securely from remote locations? Most IT managers sould say the don't know—and this can lead to security risks and compliance issues. We can help you solve the top three print challenges of hybrid work. We can help you solve the top three print challenges of hybrid work. By optimizing your print feet for changing requirements.

LEARN MORE

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Dear - shamer.

Comending your print workflow to the cloud and keeping them secure is essential for a calcularorative and productive hydrod workforce. Learn how to solve the loop 3 print calvelanges of hydrod work and why a Managed Phrist Services provider can help you stay flexible, agile and innovative in the age of hydrod work.

READ NOW

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## Listicle

# Why 'Bring Your Own Printer' could be a recipe for trouble

3 risks of leaving people to their own devices. A listicle that discusses the issues BYOP can create; security risks, compliance risks, reduction in productivity and satisfaction, and suggests answers for hybrid print with MPS.

Asset Hub Link – US & UK versions

Asset Hub Link – Email & Social



To enable print for remote workers, many organizations naturally learned towards the obvious option of allowing employees to use their home printer, otherwise known as Bring Your Own Printer or BYOR, In a recent study by Quocitca, it was receited that while 86% of remote workers have a printer of home, only 17% of them were provided a printer by their employer for work purposes? However, BYOP introduces a number of hidewinds and souse—here are the top that of the printer of th

- BYOP can create security risks —
- 2. BYOP may lead to compliance violations
- 3. BYOP can reduce productivity and satisfaction

Read on to learn more about these risks and the best solves to successfully deploy a work from home or hybrid work print environment.





2 BYOP may lead to compliance violations

Warking and pireting from home may inevalably result in confidencial information such as payroll, addresses or medical information being printed. With a BMDP setup where printer make, model and functionality can differ from employee to employee, graining visibility over these prints will be a challenge. In fact, only 1 in 3 employers have been tracking these devaneeds.

With no visibility into remote print jobs, organizations will not be able to ensure that printed documents containing sensitive information are handled and discovered of security. None wormyringly, printing undertient information means a copy of the data resides within the printer's memory—and consumer printers are not equipped to handle these in a complaint manner, porting the company at risk of threaching data privacy and security regulations such as IRMA or the COST.

3 BYOP can reduce productivity and satisfaction

Productivity has been one of the unexpected benefits of working from home<sup>1</sup> — but BYCP can eat into some of that. Consumer printers are offern lower-specced than enterprise printers, and the difference in performance has been ordized, with remote workers citing print speed as the top benefit bethey miss while working from home<sup>4</sup>.

Additionally, 8YOP printers are not part of the enterprise managed fixes, requiring remote workers to manage their printers themselves. This can lead to a significant increase in unexpected downtime when supplies run out or if the printer needs maintenance.

Finally, with a BYOP setup, remote workers will not have access to the on-printer productivity apps that may be a part of their regular workflow, disrupting their productivity and creating barriers for collaboration.



 Seamlessly deploy and manage your hybrid print fleet under the same MPS contract by including your remote workers and branch offices HP Fleoser/ker Service.

Enable employees to securely print from anywhere with HP Secure Print, which holds encrypted print jobs until the employee is reretrieve the prints from an approved printer.

Protect sensitive data and your remote devices with end-to-end data encryption, hardware-enforced device security, and fleet-wide security policy management and enforcement—all part of HP Walf Security.

Digitize and optimize paper-based processes via HP Workpath, which provides a rich library of apps to simplify multi-step document workflows and provide a consistent print experience at hume and in the office.

Hybrid working is now firmly enterched. Your organization's need for distributed printing might grow against this backdrop, but it's best to steer clear of BYDR With HP MPS, organizations can make hybrid printing an easy solve with secure hardware, enabled with flexible services, and cloud-powered workflow and management

Contact an HP Managed Print Services Representative hp.com/mps

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#### Social posts and EDMs







Dear chames.

Managing the needs of a remote workforce can be challenging enough.

Give yourself one less thing to worry about—our managed print services can help you avoid the spittliss of engisyees using their hore printers for office work. Learn the 3 risks of leaving hybrid workers to their own devices.

READ NOW

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Dear <Name>.

In the shift to hybrid work, many businesses let their employees use thei home printer. While convenient, this situation could put customer and business data at risk. Learn the reasons why BYOP (Bring Your Own Printer) could be trouble and how our managed print services can help.

READ NOW

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Guide **Content Summary Source Links Visual Directory** MPS Hybrid Work Content for Channel Jump to:

## Listicle

## 5 considerations to accelerate hybrid workflows

A 5-step listicle that addresses issues around; current levels of digitization, endpoint and connection security, accessibility of print to distributed teams, new opportunities for automation based on how people work.

Asset Hub Link – US & UK versions

Asset Hub Link - Email & Social



Digital workflows enable collaboration, drive productivity, and accelerate innovation in the hybrid workplace. Yet, paper-based processes continue to be just as important - 80% of employees working from home are printing the same or more than pre-COVID volumes1.

Integrating paper with digital can be challenging, but HP can help you ask the right questions to track productivity in the office and at home to uncover opportunities for unlocking efficiency.

- 1. What is your current level of digitization?
- 2. Are all endpoints and connections secured?
- 3. How accessible are printing and scanning for distributed teams?
- 4. Are there new opportunities to activate automation?
- 5. What are the human behaviors you need to take into account?

#### What is your current level of digitization?

Within the worknlane, many may perceive digitization as being synonymous with optimi though they can be independent of each other In both instances, technology often provides th solution, but it depends on what the objective is some, it's enough to go paperless, while others :

will provide a clearer picture of the opportunities for workflow optimization. From there you can go on to narrow down specific areas where digitization can make a difference. In fact, the pivo apportunities for both.

> For a start, equipping employees with the right and in the office can be a challenge. Differentiating between your employees' need for a printer at home will add another layer of complexity. Equipping fully require the support of a managed print service such

2 Are all endpoints and connections secured?

over employees' devices and reduced visibility into the ways they use them. Inadequate endpoint security can jeopardize the deployment of new technologies or applications, especially if employees are using personal devices to work or print.

securely in the cloud for when they're back onses, HP Secure Print fits the bill.

working arrangements, and helps to plug this gap

automatically delivering supplies when it runs low, and

supports IT with remote firmware updates, and cloud-

Reducing the addressable attack surface of every endooint across your organization is critical to preven operational disruption and protect your devices, documents and data. Providing hardware-enforced security, self-healing firmware and threat containment via isolation, HP Wolf Security brings robust, built-in protection to your HP PCs and printers, delivering security you can trust in a borderless workplace.

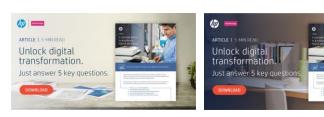


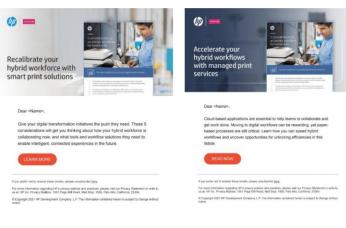






### Social posts and EDMs







## **Explainer Videos**

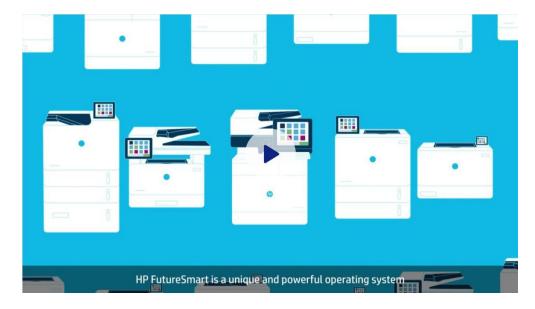
#### **HP FutureSmart**

40 second and 20 second animated explainer videos on the features and benefits of HP FutureSmart Includes UK & US English, subtitle and non-subtitle versions.

40s Asset Hub Link

20s Asset Hub Link





#### Social post copy – US EN

What if your enterprise printer evolved to keep your hybrid workforce secure? That's exactly what HP FutureSmart firmware delivers—up-to-the-minute updates that help protect and optimize the print experience. <insert link><insert #tag>

#### Headline copy:

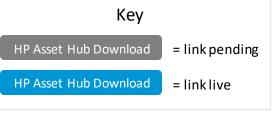
Future-proof enterprise-dass printers with HP FutureSmart

#### Social post copy – UK EN

What if your enterprise printer evolved to keep your hybrid workforce secure? That's exactly what HP FutureSmart firmware delivers—up-to-the-minute updates that help protect and optimise the print experience. <insert link><insert #tag>

#### Headline copy:

Future-proof enterprise-dass printers with HP FutureSmart





## E-guide

# A guide for choosing the right printers for hybrid work

E-guide outlining the benefits of cloud printing and the considerations to keep in mind when selecting the right cloudenabled print devices and solutions for a hybrid workforce.

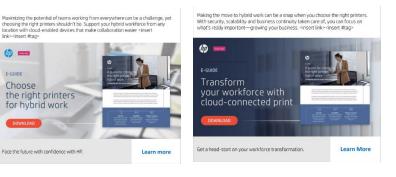
Asset Hub Link – US & UK versions

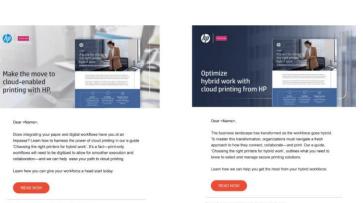
Asset Hub Link – Email & Social





#### Social posts and EDMs





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## **Article**

# Accelerate your journey to a hybrid workforce

Article discussing evolving hybrid working behaviors, tactics for organizations to consider in enabling hybrid work, and the HP print solutions that enable IT teams to build a future-fit fleet that is underpinned by security.

Asset Hub Link – US & UK versions

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## Understanding hybrid workforce dynamics



Furthermore, jusper continues to be a certified component of social—in a matter offer an importantian in in to digital transformation justices. Whether this incident senditive legal stocuments or motive supplier involves, the transform to the fighted sensificities necessibilities a new sprouch to processing and subflowers on power-related workflows.

Organizations will need to optimize their technology and processes to suppost the disense needs of all employees, whether they suppost on remotely, while emuring movina dangeloss to business continuity.

## How can organizations approach this new future?

Drabbing connected work is the key to empowering the hybrid workforce to perform at their land whenever and whenever they cheese to work.

Legacy systems and hardware may seem like attotacles to a smooth harastion, but three challenges can be easily solved today. Smart devices make it easy for angestocitions to begin the make towards a more mallerst and flexible operational model, while keeping business on took for growth.

With many involvable features, modern printers can help get things stated. They are disud-connected data registrates of tank the security accessed by employees from any sixuation. This makes it a glatiform for efficient workflows, involvation, and collaboration, ultimately driving progress towards a smarter way of working.















#### Social posts and EDMs







As you embrace the advantages of remote working, it's critical that you also integrate the right print inchrology solutions to speed your digital intransformation. This saction, "Accelerate your jarrange to a highd workforce", illustrates how to approach this new future with the tools your teams need to succeed.

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Ensuring business processes don't slow down requires keeping your workflows up to speed. This article "Accelerate your journey to a hybrid workflorce" provides the concrete steps businesses need to take to build a hybrid work foundation that will endure change.

Learn how we can help empower your hybrid workforce today



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## E-guide

## Secure your transition to a hybrid workforce

E-quide providing an overview of the shifting security landscape as a result of widespread hybrid work, and some of the solutions and techniques organizations can apply to mitigate elevated risk, especially in relation to print devices.

Asset Hub Link – US & UK versions

Asset Hub Link - Email & Social



#### New priorities for the no normal



or IT, this means building the capacity to monitor amployees' activities. and the health of their devices, while ensuring that security policies are inforced on all devices across the network - regardless of location.

At the same time, If also needs to defend against increasingly spellisticated attacks. As propriitations make the transition to hybrid work, they must ensure that their endpoints - especially printers - remain protected at all times.

#### Print security should not be overlooked

#### Upgrade your security with HP Wolf Enterprise security for the world's most secure printers1



#### Embedding security into the heart of your hybrid workforce



Interested to know how you can empower your hybrid workforce

### Social posts and EDMs

hybrid work. Learn how to manage threats and minimize workflow disruptions with print corurity that is embedded at the core -cincert links-cincert #tan:



Are you doing enough to protect your business from ever evolving cyberthreats? Ensure hybrid endpoints are safe by providing your team with the world's most secure printers, sinsert links sinsert #tag>





Dear <Name>,

Is your hybrid workforce working securely? Learn how to give your remote teams the tools they need to collaborate seamlessly, while ensuring they are secure in this Article, 'Secure your transition to a hybrid workforce. In it, you'll get invaluable tips on how our managed print services can help you quickly recalibrate your approach to hybrid work.

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Ensuring your hybrid workforce works securely should be a top priority. That's why securing your endpoints—especially at the print vector—is essential. Learn how HP Wolf Enterprise Security can help you close the security gap in this article 'Secure your transition to a hybrid workforce'

Get it now and keep your business running smoothly-and securely



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## Listicle

# 5 print innovations for the hybrid workforce

Article summarizing 5 HP print innovations that enable productive work, including fleet-wide upgradable firmware, world's smallest enterprise-class MFPs, security, sustainable printing and AI-powered predictive servicing.

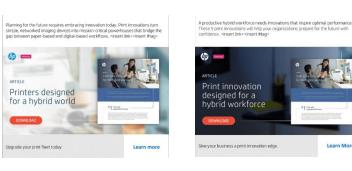
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### Social posts and EDMs











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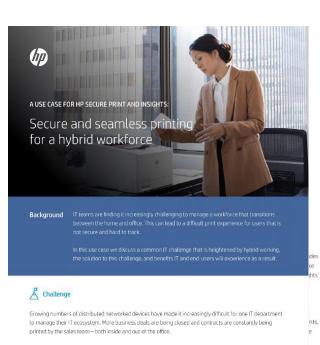
## Use Case

## **HP Secure Print & Insights**

A use case outlining the hybrid work background, challenge for IT teams and the solution and benefits offered by HP Secure Print and Insights solution.

Asset Hub Link – US & UK versions

Asset Hub Link – Email & Social



With sensitive customer data constantly in transit and limited visibility into how teams are printing. IT is finding it difficult to provide a print environment that is both secure and easy for users to print from wherever

> Managing the fleet is also easier for IT - with comprehensive analytics from dashboards that track where and how print is produced. With visibility into print costs and its environmental impact across the enterprise, HP Secure Print and Insights1 enables continual optimization of the print environment.



Benefits

HP Secure Print and Insights1 delivers simple, convenient, and secure printing to end-users no

focused on achieving its business goals.

matter where they are - giving IT teams one less thing to worry about while helping organizations stay

## Social posts and EDMs





The move to hybrid work has made it increasingly challenging to oversee users moving between the home and office. The use case 'Secure and seamless printing for a hybrid workforce' shows how HP Secure Print and Insights can help you gain visibility into how your teams are working—and how you can help them work better

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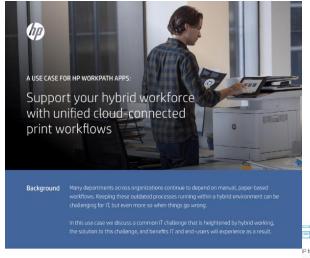
## **Use Case**

## **HP Workpath**

A use case outlining the hybrid work challenges for IT teams and the potential benefits from HP Workpath solutions.

Asset Hub Link – US & UK versions

Asset Hub Link – Email & Social



#### Challenge

In one such scenario, the end of the financial reporting period is fast approaching. The Head of Accounting needs to upload a large number of invoices to OneDrive\*, and the legal department needs to review all sales contracts from the global and regional offices before the last day of the month.

These urgent tasks need to begin immediately, yet scanning and storing each invoice and contract could take hours using a scan to email solution which requires extensive modification and folder assignment after scanning.

Likewise, helping the legal team to locate and print files scattered across different directories is just as simple. Enhanced search and filter capabilities are accessible directly from the control panel, making it easy to navigate and find specific invoices and sales contracts across directories.

Most importantly – every workflow is secure. HP for OneDrive® supports cloud sign-in-once (SiO) authentication, ensuring that only authorized users can access the device and that confidential documents are protected.

IP for OneDrive® helps users and IT teams save ime and effort by eliminating the complex, manual rocesses that printing and scanning often entail.

IP Workpath apps are compatible across a whole uite of apps in this category, of which OneDrive® ijust one example. This means organizations can elect and deploy the apps which suit their existing ortfolio with ease.

y streamlining workflows across the organization, iP Workpath apps help teams respond swiftly to equests for support from colleagues and customers like, keeping them focused on the tasks that matter.



Contact an HP Managed Print Service representative or v hp.com/go/workpath

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#### Social posts and EDMs















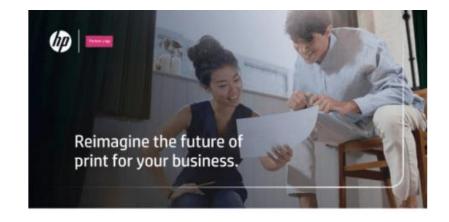




## Hybrid EDM

Generic EDM introducing the option to explore how HP print service and solutions could help the customer with their transition to hybrid. Not connected to a specific asset.





Dear <Name>,

Did you know that 73% of employees want flexible, remote work options to stay? Empowering your employees to work the way they choose can help your hybrid teams move fast, seize opportunities and create value you never thought possible. This starts with cloud-enabled workflow solutions that make collaboration simple, whether people are at home or in the office.

Speak to us today to find out how we can make printing simple for your hybrid workforce.

LEARN MORE

 Work Trend Index Survey, Edelman, Jan 2021 (31,092 full-time employed or self-employed workers across 31 markets)

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