HP Web Jetadmin Consulting Service

Service brief

HP's Web Jetadmin software is an exceptionally powerful tool for managing enterprise printing and imaging environments. It allows administrators to install, configure, troubleshoot, and monitor printing and imaging devices from anywhere on the network—thereby greatly increasing staff efficiency and device performance at the same time. What's more, Web Jetadmin software is available as a download from **www.hp.com** at absolutely no charge.

Unfortunately, most users don't get anywhere near the performance that Web Jetadmin is capable of delivering. They download the tool, but fail to invest the time and resources to learn to use it to its maximum advantage.

That's where HP Web Jetadmin Consulting Services come in.

HP Web Jetadmin Consulting Services are designed to give your IT administrators a jumpstart with Web Jetadmin by teaching them how to get the most from this exceptionally robust tool. Depending on your specific needs, we can provide your WJA administrator with knowledge of basic or advanced operation of the tool, share best practices, provide an environment-specific deployment strategy, perform an inside-the-firewall device security assessment, deliver customized knowledge transfer, and provide integration with your existing system management and help-desk tools.

Service delivery

The consulting service is delivered as follows, with optional follow-up phone support for a one-year period:

• Your request for service is channeled by your HP sales representative or solution architect to the HP Web Jetadmin consulting team.

• It is evaluated in terms of the time necessary to achieve the desired results and the required final deliverables.

• The HP sales representative or solution architect then presents a specific service offering, in the form of a statement of work, for your approval.

• After you have approved the statement of work, your consulting engagement is scheduled and delivered.

As an option, you can request Premium Web Jetadmin phone Support, which will provide you with a higher-touch, more advanced technical support choice. Premium Web Jetadmin Support includes:

• A one-year support contract

• 9x5 phone support

• Optional renewal for successive years

Key benefits

HP Web Jetadmin Consulting Services help you:

- Gain control of your printing and imaging environment by efficiently leveraging Web Jetadmin's advanced device discovery, configuration, monitoring, and report generation capabilities

- Improve your ability to meet service-level agreements through advanced support-team knowledge transfer, best practices sharing, and other efficiency improvement efforts

- Integrate HP Web Jetadmin with your existing IT infrastructure, enterprise system management, and help-desk tools

- Save money through improved consumables management and faster problem resolution

Service deliverables

Key components of the Web Jetadmin Consulting Service include education, demonstration, best practices, advanced administrator knowledge transfer, and deployment.

In addition to interactive dialogue about each specific topic, many key areas of focus will include live demonstrations of WJA capabilities and functionality. They may also include actual implementation and configuration of the specific capability/functionality.

HP Web Jetadmin Consulting Services encompass:

- One-on-one administrator knowledge transfer, best practices, and product feature validation

- Recommendations and strategies conducive to a printing and imaging business-critical model transition

- WJA deployment uniquely dependent upon the quantity of managed devices, the location of those devices, and a centralized or remote management model

- Device location for management and asset tracking purposes
- Network performance evaluation
- Organization of devices for ease of management and asset tracking
- Configuring the fleet and keeping it current
- Increasing fleet productivity and meeting service-level agreements
- Productivity, load balancing, and fleet state and supply prediction
- Deployment and access strategies
- Use as a help-desk tool
- Alerting and alert integration
- Inside-the-firewall device and application security recommendations
- Available plug-in implementation and training
- Expanded WJA functionality and application integration plug-in development and deployment

The knowledge provided by our HP Web Jetadmin consultants goes beyond typical product usage and extends into areas of flexibility and customization to address the unique needs of your printing and imaging environment.

For more information

To find out more about HP Web Jetadmin or the HP Web Jetadmin Consulting Service, contact your local HP representative, or visit:
www.hp.com/go/webjetadmin

Technology for better business outcomes

To learn more, visit www.hp.com/go/webjetadmin