



HP EDP Glossary of Terms

Glossary

Active user A User who is added by an Administrator and has completed the registration process.

Administrator A portal User who can set up and maintain Company User roles, and can also create and edit Opportunities.

Analyst A User who can develop Proposals with input from Sales Reps, recommend optimizations, and assist in importing Devices into an Opportunity. This person can't view or edit Customer or Opportunity information.

Annual color volume The expected yearly number of color pages printed.

Annual increase rate Percentage price increase that applies on the anniversary of the contract start date.

Annual mono volume The expected yearly number of mono pages printed.

Authorization level Pre-approved minimum margin commission set at a Partner level.

Base cost (aka HP cost) Partner's net cost for the provision of HP's managed print services on the deal, excluding commission and mark-up.

Base + Click An HP billing model where the customer is billed a Base fee per Engine and a variable charge (Click charge) for the actual number of pages printed/copied per month.

Billing model	A billing model is the method by which a customer will be charged for services. Examples include: <ul style="list-style-type: none"> • Level Pay • Base + Click • Cost per Page
Bulk data upload	A software-based mechanism used to move large data files using compression, blocking and buffering methods to optimize transfer times.
Consumable	Consumables include: toner cartridges, ink cartridges, print heads, bonding agent cartridges, staple cartridges, and print media.
Cost slider	A tool used by the Partner to determine the level of margin or commission/mark-up above the net cost of services provided by HP.
Customer hard cost	A term used in Fleet Assessment to capture the purchase price of printing supplies, maintenance kits and repair costs. Customer hard costs are based on a market average purchase price or customer supplied data.
Customer hard savings	Percentage the Customer would save when comparing current costs for a comparable service that would be charged for this deal, not including soft costs.
Customer soft cost	A term used in Fleet Assessment to cover associated customer labor allocations for printer management. Customer soft costs are calculated as a total percentage uplift on Customer hard costs.
Customer total cost	A term used in Fleet Assessment that represents the sum of the Customer hard cost and Customer soft cost.
Device	The printer and related hardware and equipment, documentation, accessories, parts, and upgrades included in the Fleet.
End of service life	The manufacturer's minimum length of Support beyond the last selling date. Defined as the last date that the manufacturer will provide or make available standard contractual remedial services and/or Per Call (per event) remedial services.
Engine	The unit within a printer that does the actual printing. In a laser printer, it includes the laser and mechanism to transfer the toner onto the paper. A printer engine is specified by its resolution speed and manufacturer.

Express Decision Portal (EDP) An HP-supplied, cloud-based portal that allows approved Partners to generate Fleet Assessment, Business Case, proposal, pricing and contract for Partner MPS services to their customers.

Fleet The customer's installed base of hardware (printers, MFPs, scanners, etc.).

Funnel management A sales funnel provides a clear view of the opportunities currently available to your sales team. Sales funnel management allows you to create an accurate map that details how you can improve your chances of making or breaking your revenue goals. The funnel management reports, which facilitate business and sales decisions, rely on the opportunity status being accurate.

HP Partner MPS Inside The EDP user interface for the Partner that allows them to generate an end-user Fleet Assessment, Business Case and proposal with pricing, and a contract between HP and the Partner where the net purchase price of services is documented (excludes Partner margin).

HP rate The charging rate fixed by HP for per page.

Level Pay A billing model where the Customer is billed a predefined monthly fee per Engine type based upon forecasted page volumes. The monthly fee is adjusted annually according to actual HP Print Cartridges used.

Make The manufacturer of a Device or Engine.

Managed Print Services (MPS) A strategic outsourcing approach that enables clients to transfer ownership of hardcopy assets and service/support responsibility for their hardcopy environment to a single service provider.

margin, Partner The Partner profit % on a given Opportunity.

Market hard cost Approximation of the total hard-prices the transactional market would charge an EC for hard-cost elements using a comparable service.

Market total cost Approximation of the total prices the transactional market would charge an EC for all-cost elements using a comparable service.

- Multi-Function Device (MFD)** A printing device capable of copying, scanning and printing (+fax). A device that performs a variety of functions that would otherwise be carried out by separate peripheral devices. As a rule, a multifunction peripheral includes at least two of the following:
- A printer
 - A scanner
 - A copier
 - A fax machine
- Multi-Function Printer (MFP)** A printer device that performs multiple functions (i.e., scan, copy, print, fax).
- Pain point** A pain point is a level of difficulty sufficient to motivate someone to seek a solution or an alternative; a problem or difficulty.
- Page count** Total number of pages including impressions, two-sided printing, different sized paper for printing, etc.
- Partner** A reseller who has a business relationship with HP.
- Partner profit** Within EDP, a term used to define the difference between the Customer net price and the purchase price that HP will charge the Partner.
- Partner Sales Manager** A Partner User who can create and/or view all Opportunities, approve customer pricing/margin exceptions on Reseller deals, manage portfolio of MPS opportunities, manage Sales Rep loading and performance customer users, and approve exceptions to customer pricing/margin guidelines on Reseller deals.
- Payment terms** The agreed timing and terms for payments.
- Price** The MPS fee the End User Customer is charged for a given deal for the defined services over the contract term.
- Print Engine** The unit within a printer that does the actual printing. In a laser printer, it includes the laser and mechanism to transfer the toner onto the paper. A printer engine is specified by its resolution speed and manufacturer.
- Proposal** A proposal is a customer-facing document that articulates the pMPS offer to the customer (either End User or Partner), the scope of service for a future state fleet that includes SLAs and applicable pricing.

Reseller enablement Reseller enablement means that a company has permission to resell the HP MPS offerings.

Roles and permissions

- **Administrator** – User can manage portal: Add, edit, remove any element.
- **Business user** – User can create customers and manage them.
- **Basic user** – User can access the portal and edit preferences.

Service level The standard and timing performing services based on Location and Customer need. Examples of service levels include:

- **HP Priority** – Priority 4 hour response; automated toner cartridge delivery; with or without PM kit replacement
- **HP Advantage** – Next business day response; automated toner cartridge delivery; with or without PM kit replacement

Soft costs A term used in the Fleet Assessment process and refers to the operational and labor costs associated with supplies management, IT/Help Desk support and material procurement.

Stage Found on the **Opportunities** page, Stage is the point in the sales process where the Opportunity currently stands:

- **Qualify** – Will it work out or not?
- **Assess** – Can sticking points be fixed?
- **Propose** – Ideas to fix are considered.
- **Negotiate** – Can sticking points or fixes be agreed upon?
- **Close** – The deal has closed.

Status Found on the **Opportunities** page, Status is a gauge as to what is happening with an Opportunity:

- **Active** – Currently being considered.
- **Abandon** – Didn't work out.
- **Won** – Accepted and going forward.
- **Lost** – Customer chose a different service provider.

Term The duration of the Contract in full calendar months.

Total cost The term used in the pMPS Fleet Assessment and Business Case to define the total cost that the customer is incurring today within their current state environment. The total cost consist of hard costs (the purchase price of toner/ink, maintenance kits, and standard repair service) and soft costs (the labor and operational costs associated with IT Help Desk and toner/ink procurement).

Total savings The total savings is a term used within the pMPS Fleet Assessment and Business Case that defines the calculated potential savings to the customer in percent and actual currency.

Universal Device Agent (UDA) HP Universal Device Agent is the software application used in the Assessment and Fleet Management of pMPS contracts to capture detailed printer usage and toner level information. The information is used for analytics, optimisation, customer billing, and supplies management.

Wholesale cost The net cost to the reseller for the supply of HP services under the HP pMPS Inside model.

Wholesale Page Rate (WSPR) The wholesale cost calculated on a per page basis.