HP North America Pan-HP channel marketing playbook





Issue 01, 2024

Playbook purpose





Goal

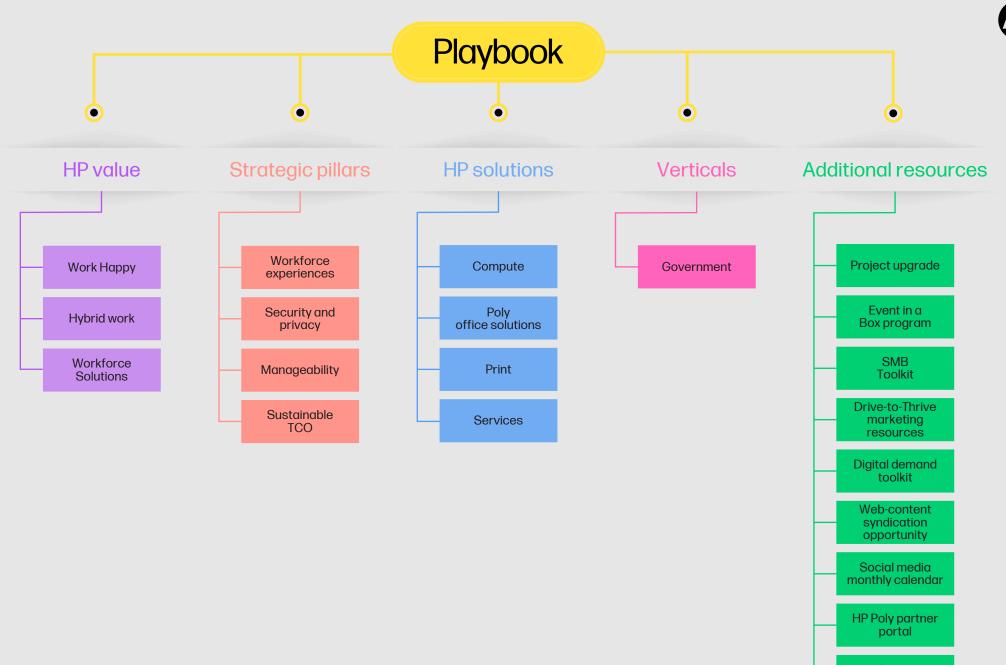
To assist HP Channel Partners in their efforts of selling and marketing to their end customers, with the aim of growing our businesses together.

Objectives

- To be a single source of truth and guidance for HP Channel Partners to position HP as partner of choice for their customer's technology business needs
- To provide visibility into current market positioning and content support
- To enable our Channel Partners to implement standardized and repeatable marketing campaigns and GTM initiatives
- To deliver best practices, create efficiencies, and establish consistency in the experience we deliver to our Channel Partners and end customers

Audiences

- External: HP NA commercial Channel Partner
- Internal: Channel-facing stakeholder



HP SmartBuy End User

Brand guidelines

HP value



HP value | Work Happy overview



The new way of working has high demands

With more people working from more places more often, IT must create greater flexibility in how they manage operations and find new ways to ensure employees stay productive, secure, and collaborative.

- 60% of IT departments are looking to outsource services in order to help better support employees working remotely
- 78% of companies are changing their office layouts to suit the new needs of a hybrid work model

You can work from anytime, anywhere.



HP value | Work Happy

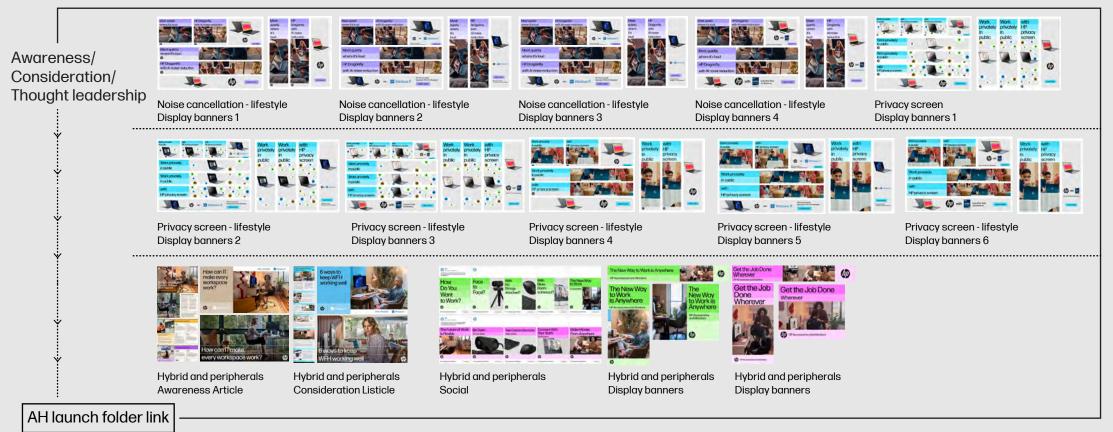
Customer journey



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HP value | Work Happy

Customer journey

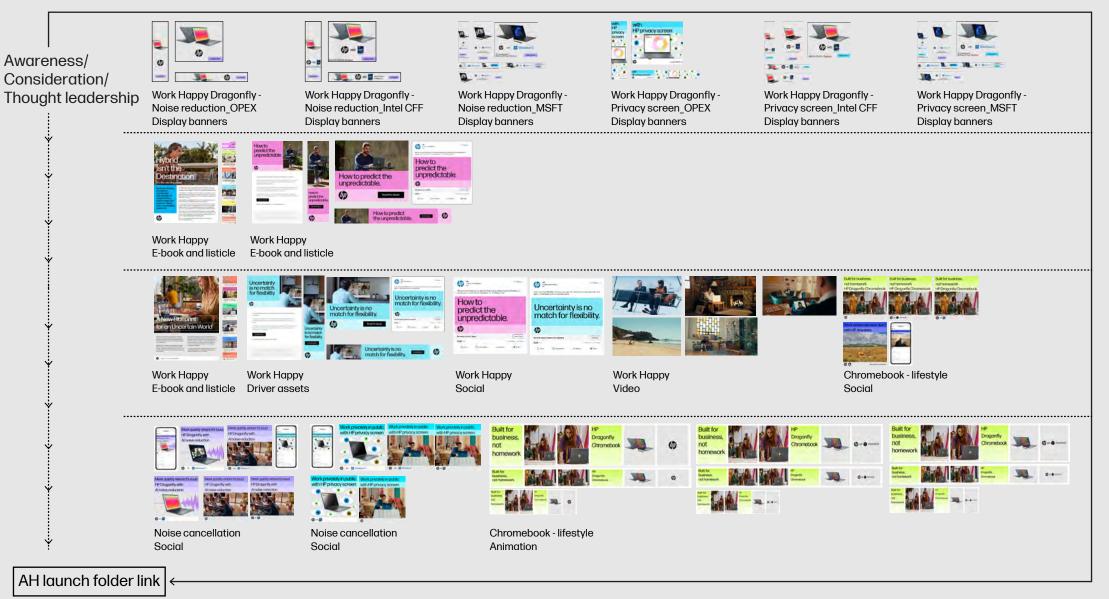


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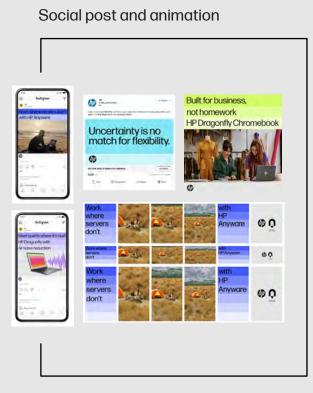


Customer journey

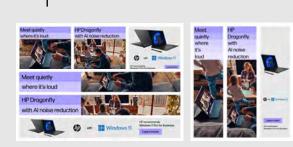


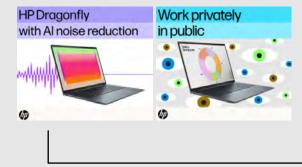
HP value | Work Happy

Deliverables



Display banners





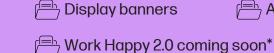
Videos

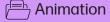


Summary of deliverables



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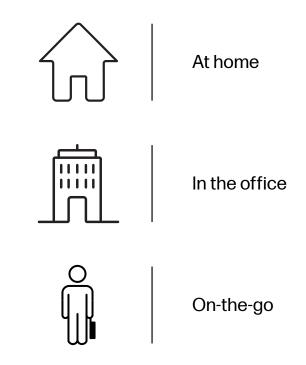




HP value | Hybrid work overview



We're the ONLY company that can make hybrid work. For every persona, every work style, in every location.



Post-pandemic office occupancy rates have plummeted to a mere 48%

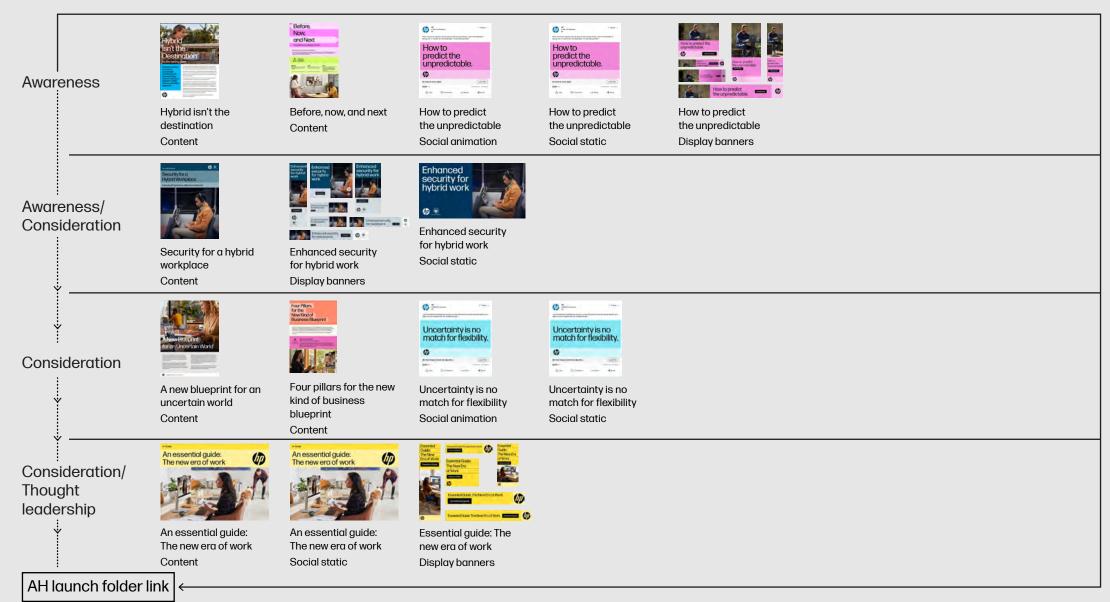
Companies that get hybrid right will be more successful



HP value | Hybrid work



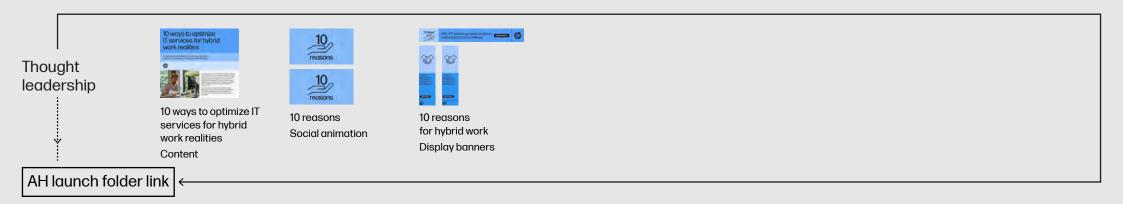
Customer journey



HP value | Hybrid work

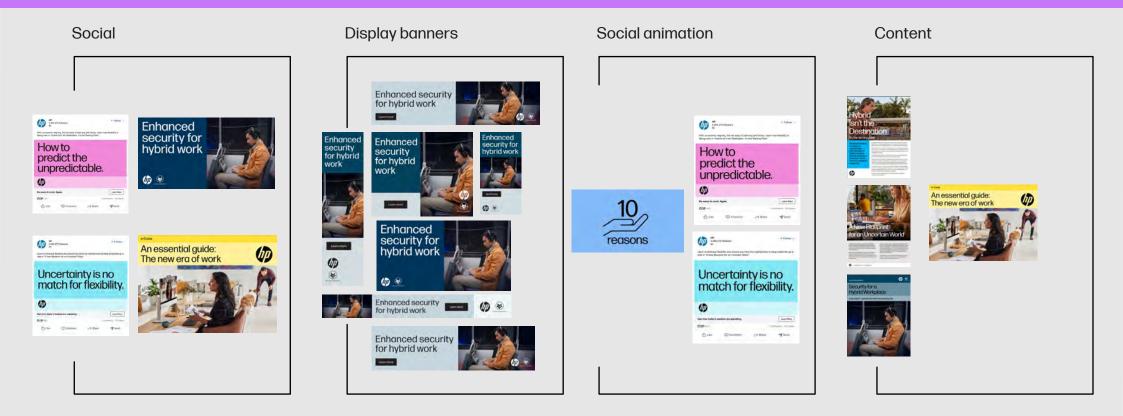


Customer journey



HP value | Hybrid work

Deliverables



Summary of deliverables



Content

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Display banners

Social animation

HP value | Workforce Solutions overview



Challenges faced by employees in the hybrid era:

Home

70% of employees have a WFH preference of 3+ days per week



On-the-go

73% of workers are expected to work from more than 1 location going forward



Meeting rooms

48% of companies plan to add more meeting rooms to support hybrid work



Office

91% of employees report being frustrated due to inadequate workplace technology

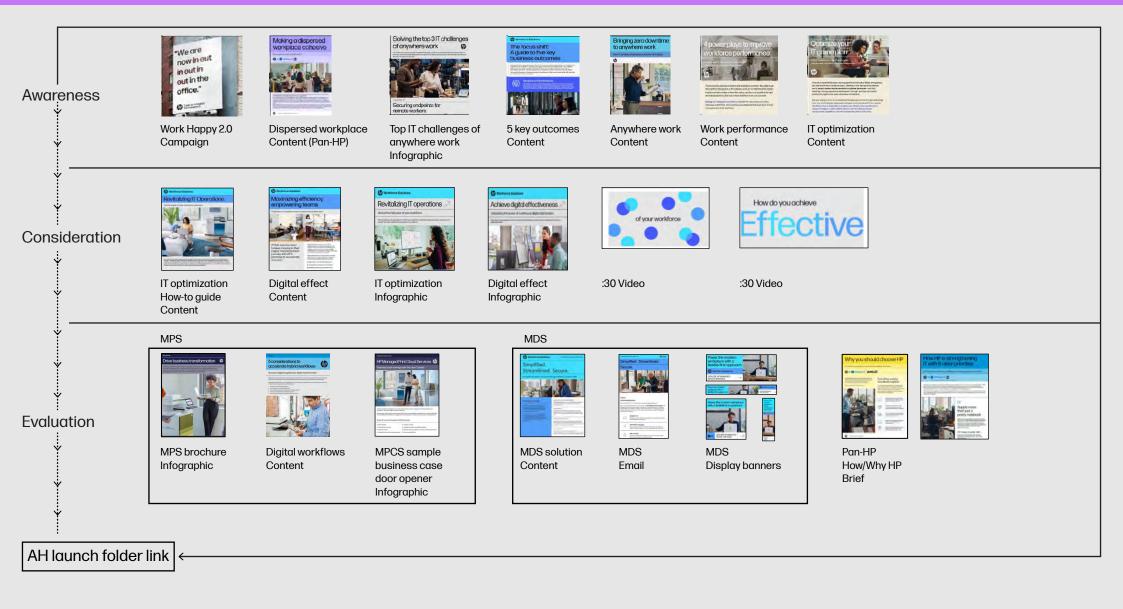


Enabling your workforce to be a force for growth

HP value | Workforce Solutions

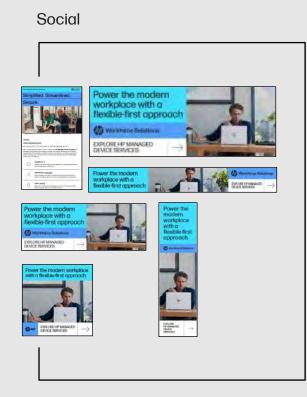


Customer journey



HP value | Workforce Solutions

Deliverables



Infographic



Summary of deliverables



Content

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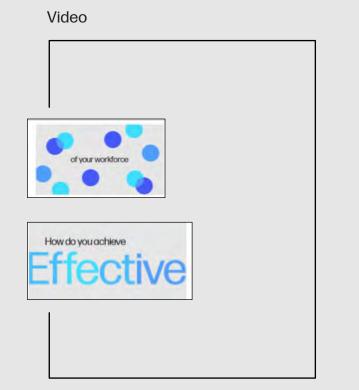






HP value | Workforce Solutions

Deliverables



Content



Summary of deliverables



Content

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HP strategic pillars

Workforce experience: Productivity & collaboration

Provide a simple, frictionless work experience that allows your people to perform at their best.



Security and privacy

Stay ahead of new threats to protect you, your people, and your work everywhere.



Manageability: Measure & manage

Unparalleled cross-platform telemetry/insights with proactive AI management solutions



Sustainable TCO

Go Beyond, the creative expression of HP's Sustainable Impact strategy, drives a unified marketing message that addresses customer interests centered around some of the most urgent issues of our time: Climate Action, Human Rights, and Digital Equity.





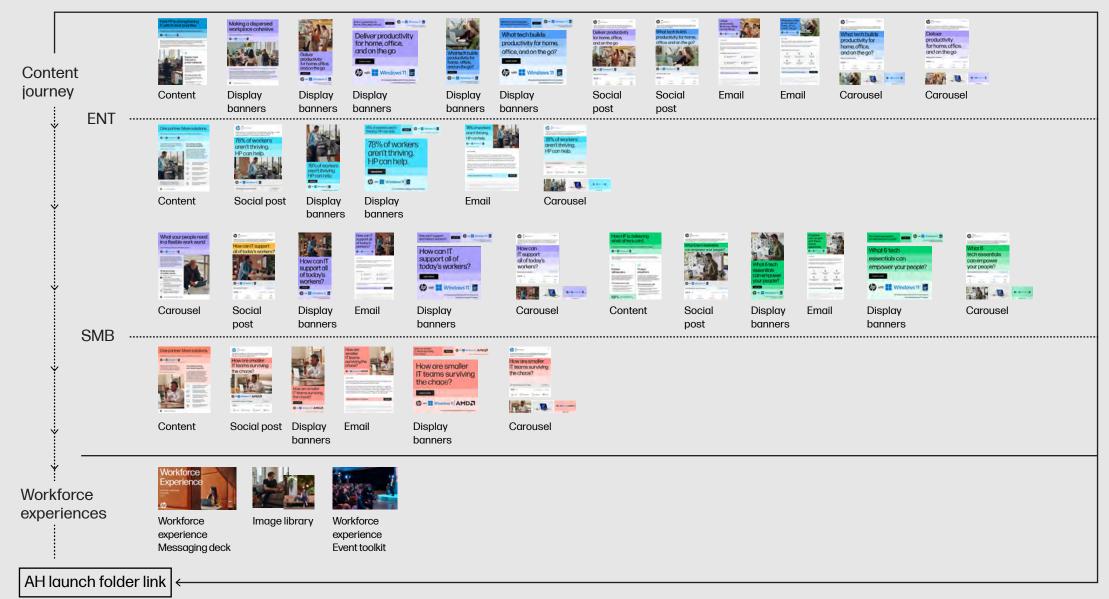
HP strategic pillar | Workforce experiences overview

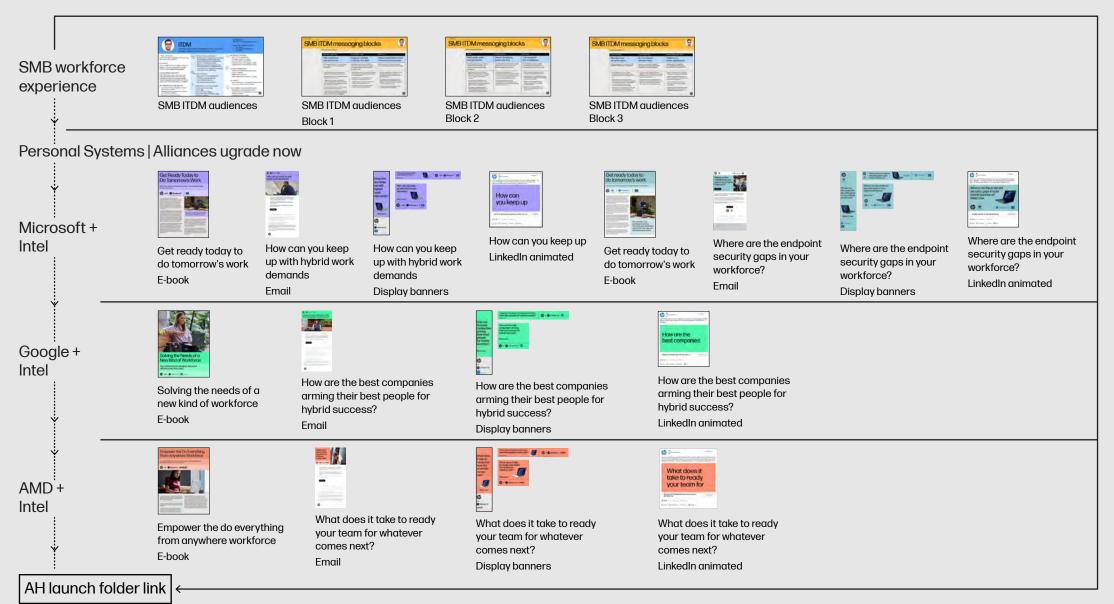


87% of workers feel that the office is critically important for building a sense of community and collaboration

Experiences that enable you to securely connect, collaborate, and be productive no matter your work style.







Deliverables

Content





Email



Summary of deliverables



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E-book

Display banners

Messaging blocks



Deliverables

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Summary of deliverables

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E-book

Display banners

Messaging blocks

HP strategic pillar | Security and privacy overview

Workforce Solutions

The new portfolio structure will employ common, industry-standard terminology and group our broad portfolio of capabilities into intuitive service families and market offerings that align with our customers' needs and pain points.

Additionally, a new set of simplified, comprehensive sales assets will focus on service families and the business outcomes they can deliver to solve customer problems, making it easier for you to communicate the collective business value of the market offerings and services to our customers.

Wolf Security

Key messages include the need to safeguard hybrid employees from cyberattacks, the challenges businesses currently face in securing workforces, and strategies they can deploy to stay protected.

Secured Access to Digital Workspaces

Your business can thrive everywhere if your endpoints are secure





HP strategic pillar | Manageability overview



Extensive, cross-platform performance data & insights provide the power to unlock workforce productivity.

Real-time visibility, insights, and control through a single-screen portal:

- Extensive cross-platform telemetry
- Employee sentiment
- Al-driven analytics
- Automation across all Workforce Solutions

70%

of breaches start at the endpoint

77% of ITDMs believe remote work increases vulnerability

62%

of ITDMs feel their job is harder and faster than ever

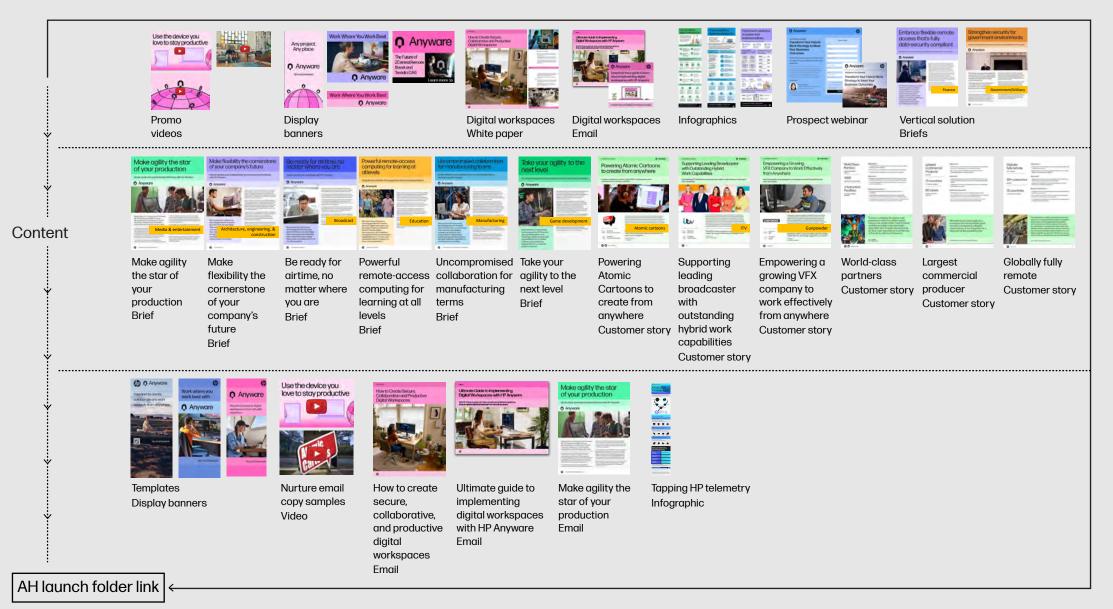
40 hours of lost productivity due to IT-per employee per year

Informing decisions for proactive management



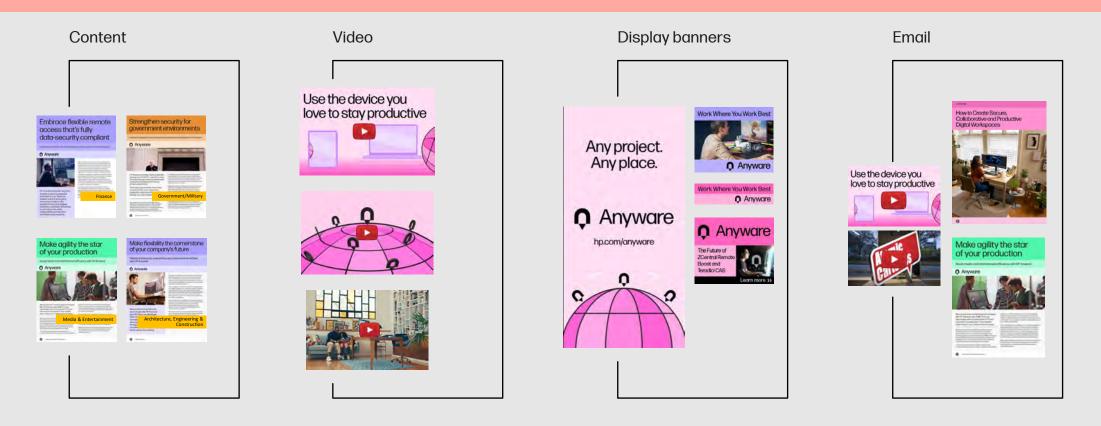
HP strategic pillar | Manageability





HP strategic pillar | Manageability

Deliverables



Summary of deliverables



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Video 🗁

Display banners





HP strategic pillar | Sustainable TCO overview

Partner with us to set yourself apart and make a positive impact on people and communities around the world.

Go beyond for a better world by transforming challenges into opportunities, and creating a path for innovation and progress through our Sustainable Impact pillars:





Digital Equity







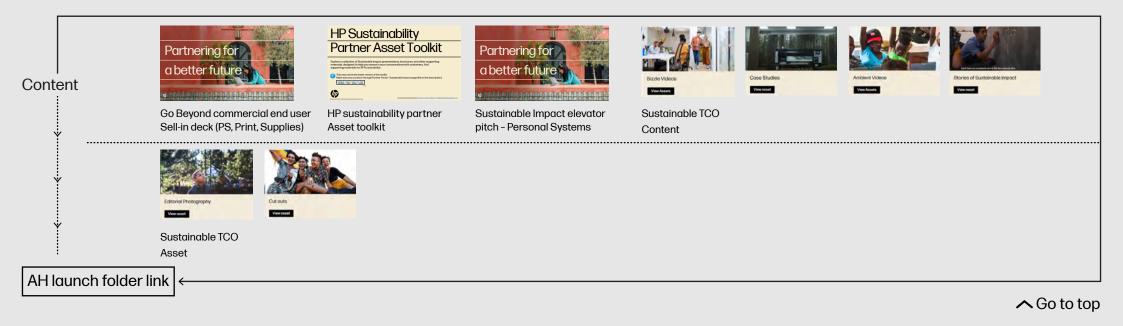
IT professionals ranked IT as the corporate department most affected by sustainability initiatives*

*HP is focused on addressing some of the most urgent issues of our time.



HP strategic pillar | Sustainable TCO





HP strategic pillar | Sustainable TCO

Deliverables



Summary of deliverables

√ Videos

Imagery



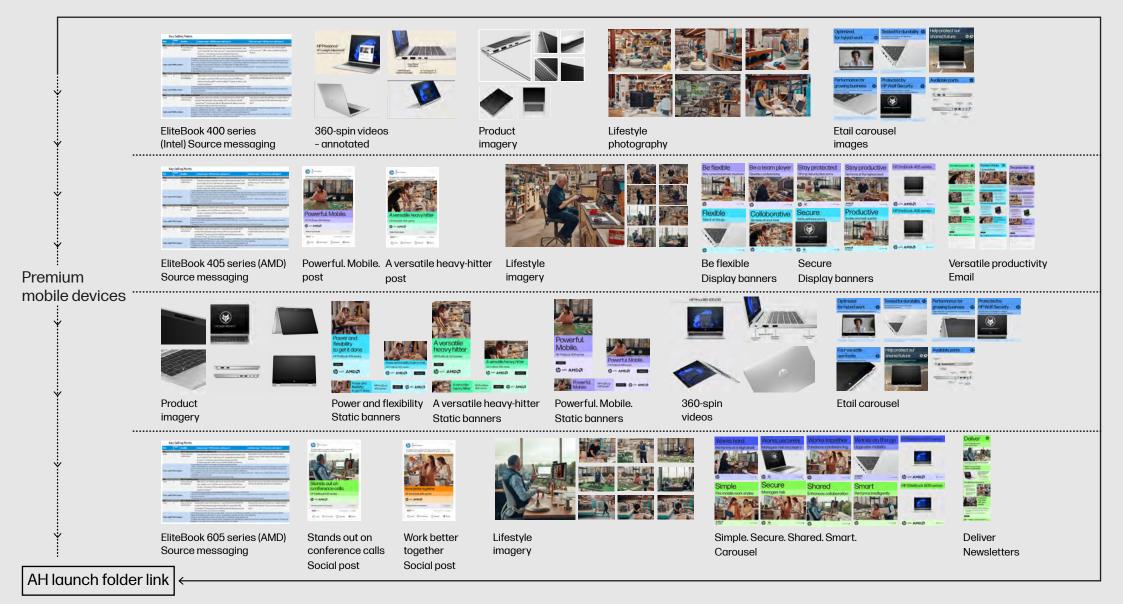
HP solutions | Compute overview

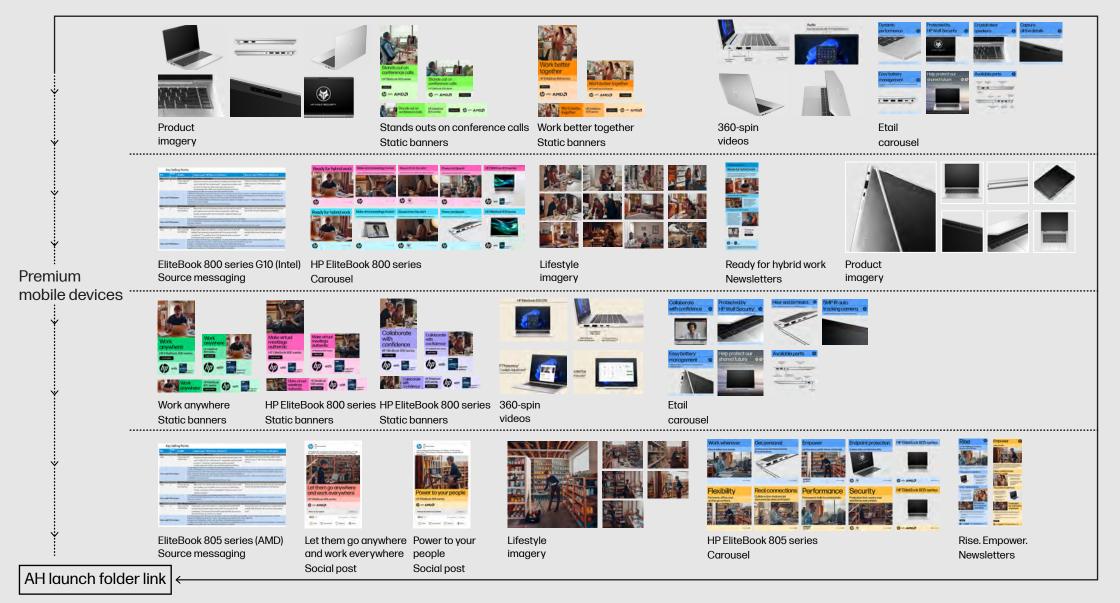
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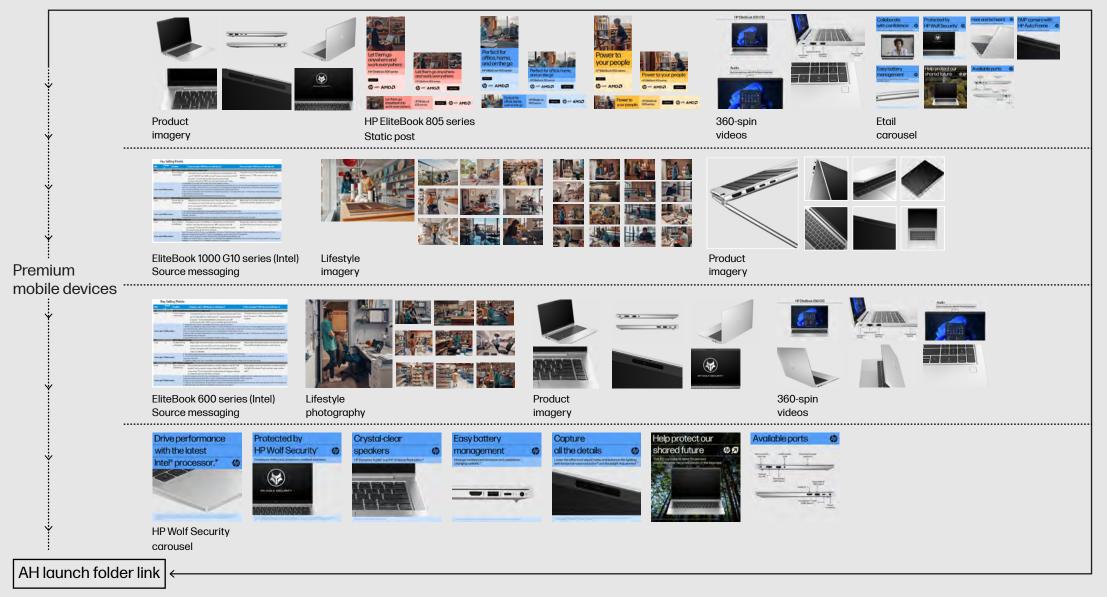
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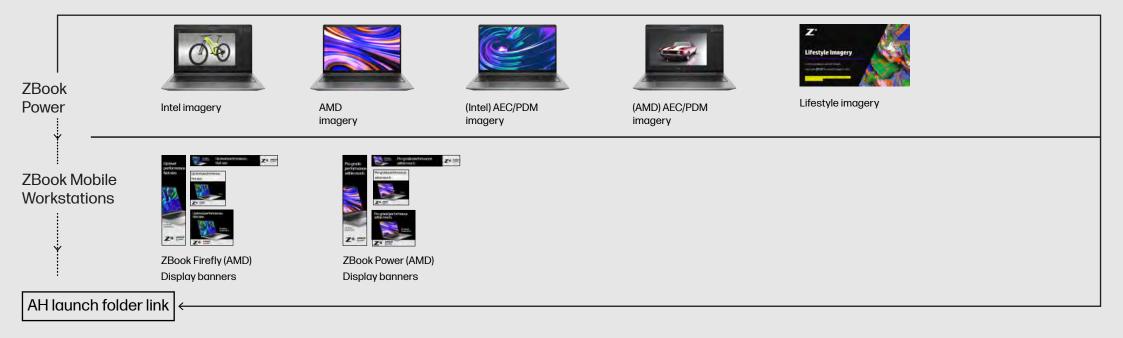






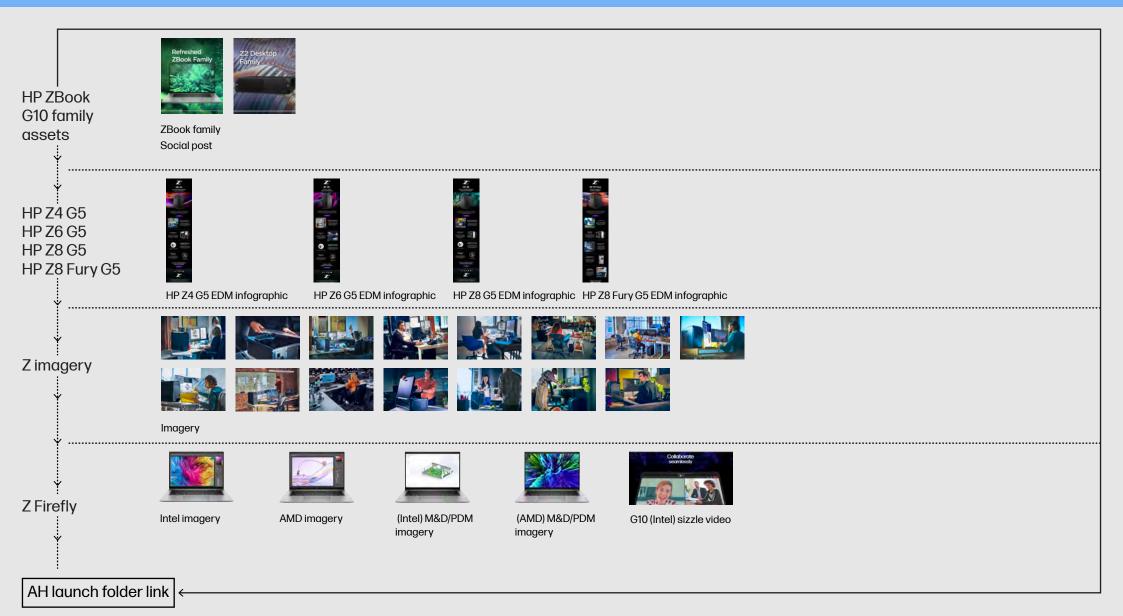
HP solutions | Compute





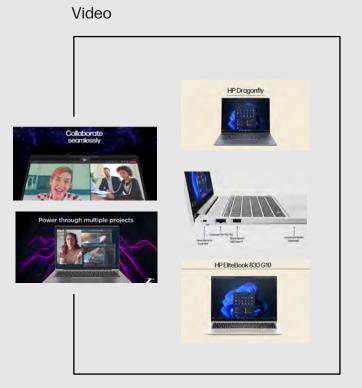
HP solutions | Compute





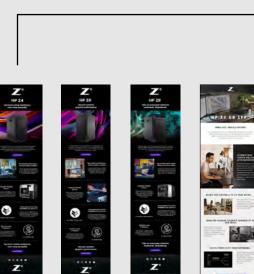
HP solutions | Compute

Deliverables





Display banners



Summary of deliverables



Display banners

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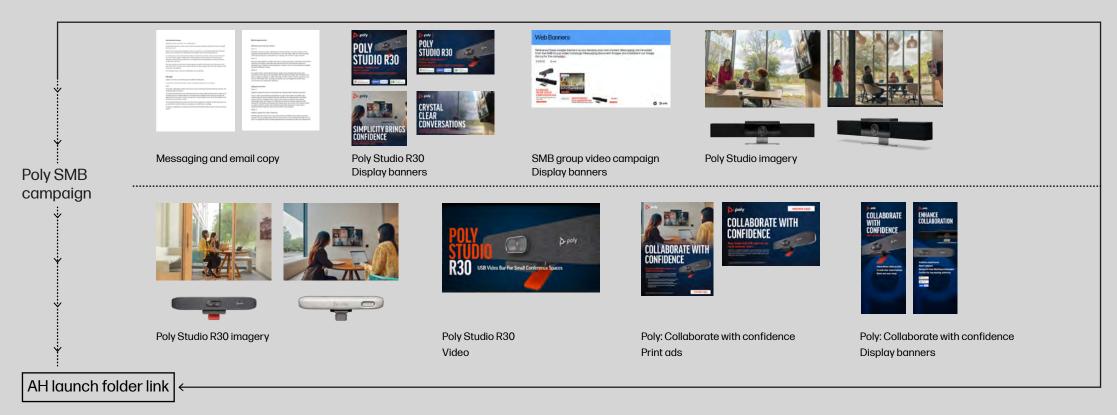
Email

HP solutions | Office solutions overview



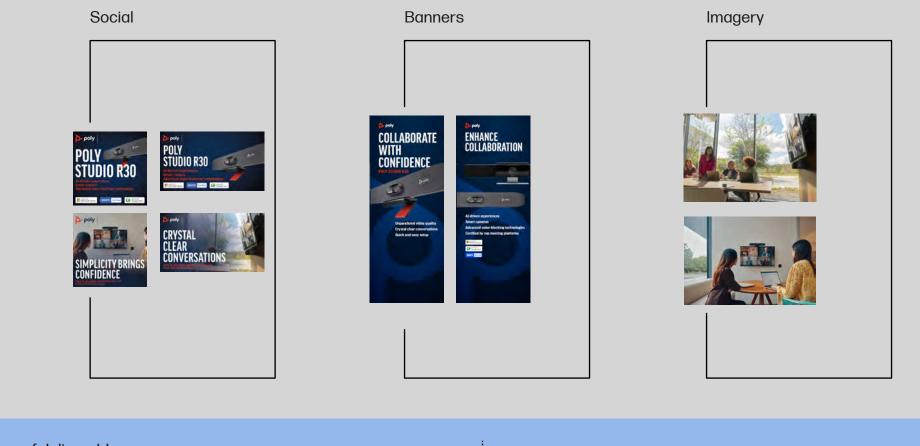
HP solutions | Office solutions

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HP solutions | Office solutions

Deliverables



Summary of deliverables

Alpha Messaging	📇 Social	📇 Banners	
📇 Images	F Videos	📇 Print ads	

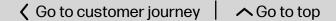
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HP solutions | Office solutions

Deliverables











HP Smart Tank printers

Smart Tank customers



Individuals

Individuals especially need a low-cost, low-hassle printer that they can purchase once without needing to worry about replacing ink for at least two years.

Age 35-44, skews male, income likely lower than ink subscribers

Less artsy and more functional in hobbies like home improvement



Hybrid home workers

Hybrid home workers especially need a comparable quantity and quality of printing that they would expect in the office, including functions, such as scan, copy, fax, and smart setup features.

Smaller portion in this bucket because tanks skew blue-collar employment with less income

One caveat-tanks are 5% real estate, which is similar to hybrid (Instant Ink is 1%)

Families

Families especially need a smart and intuitive printer that they don't have to think twice about and can reliably print for each family member's needs at a low cost.

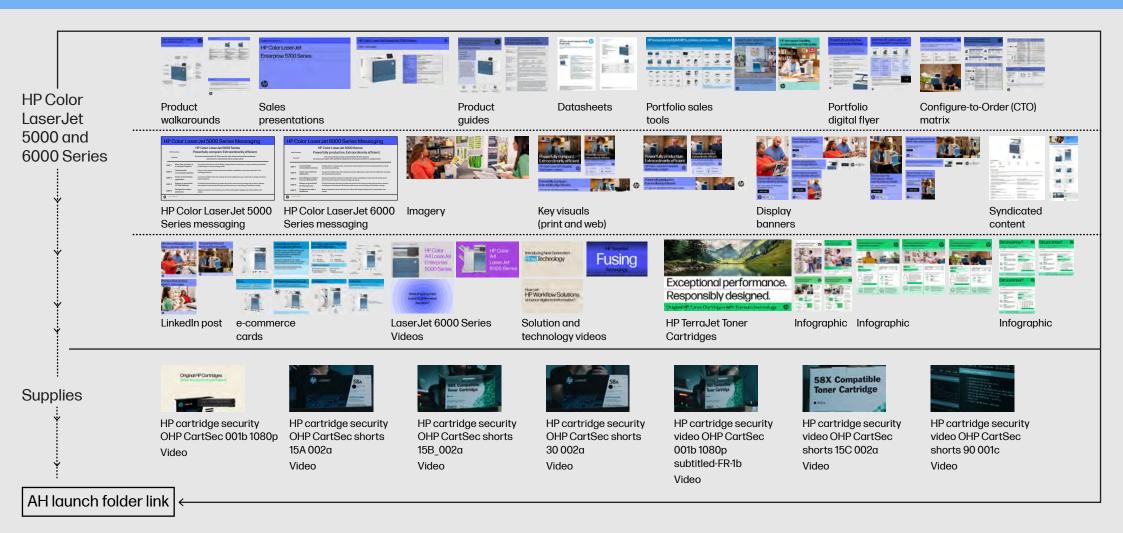
Mostly smaller families with less income and relatively new parents



Small and medium businesses

SMBs especially need simple and proven print solutions to help them be more efficient and productive, so they can stay focused on their business. SMB tank choosers skew younger in age for employees and company.

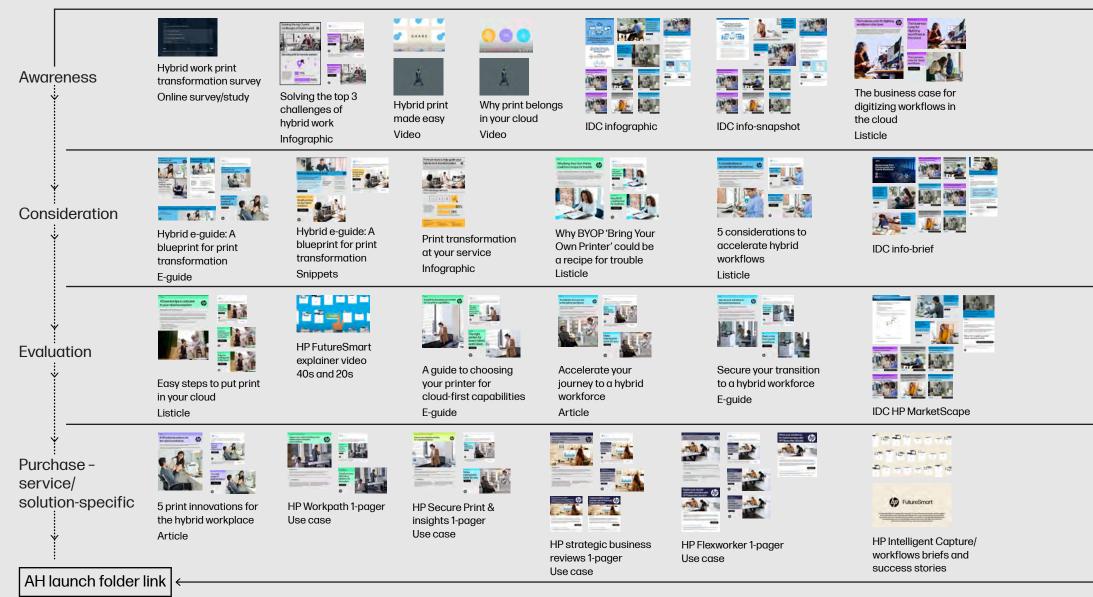
High quantity with less focus on premium quality. Likely using more for functional documents versus color presentations or photos.





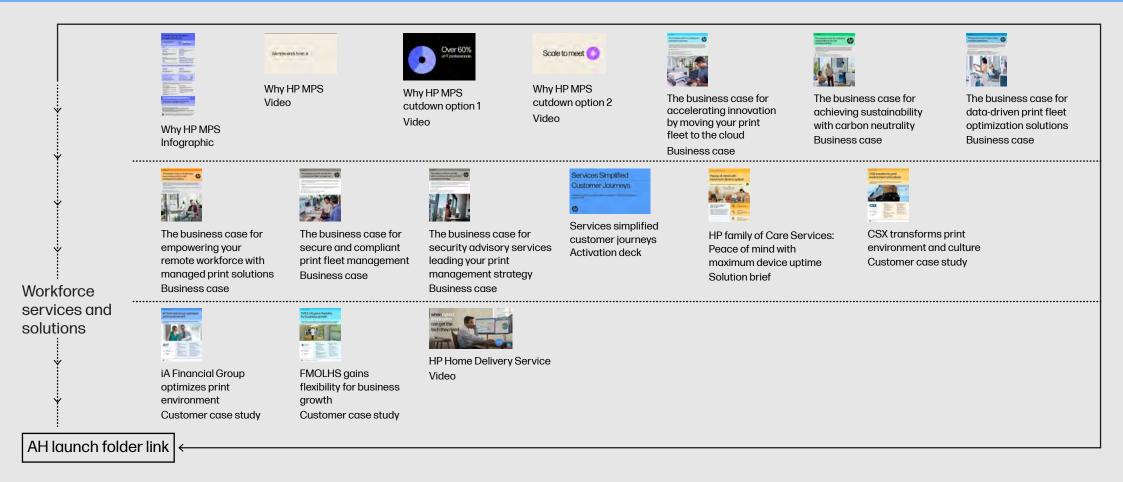


Managed Print Services journey

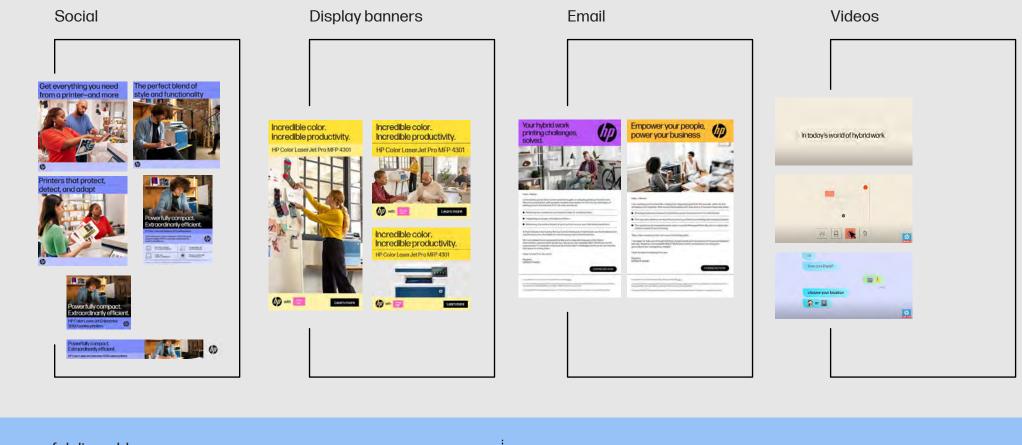




Managed Print Services journey



Deliverables



Summary of deliverables



Videos

Display banners

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HP solutions | Services overview

∧Go to top

HP solutions | Services overview



HP Active Care

Ideal for SMB and enterprises with a prioritized need for device uptime and end user productivity.

With options for travel support, defective media retention, and accidental damage protection.



Predictive device anaytics

24/7 remote technical support

Next-Business-Day On-site service

End-to-end case management²

Customer benefits

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up to 50% faster support than regular Next-Business-Day On-site

More first-time fixes due to better prediction of parts needed



24x7 remote support

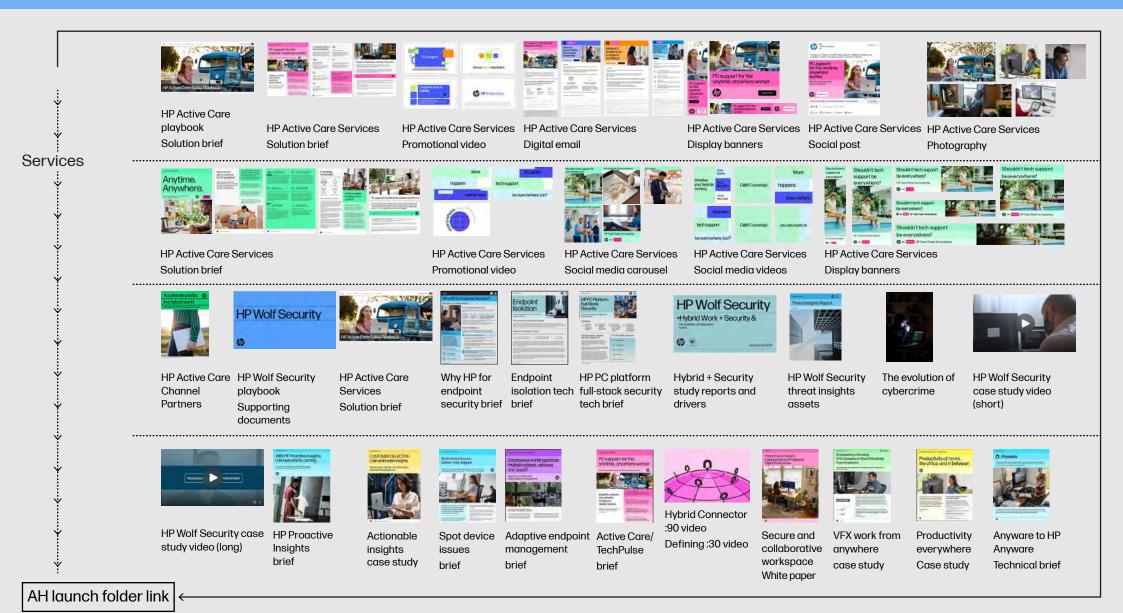
Automated ticketing straight from the device

Services

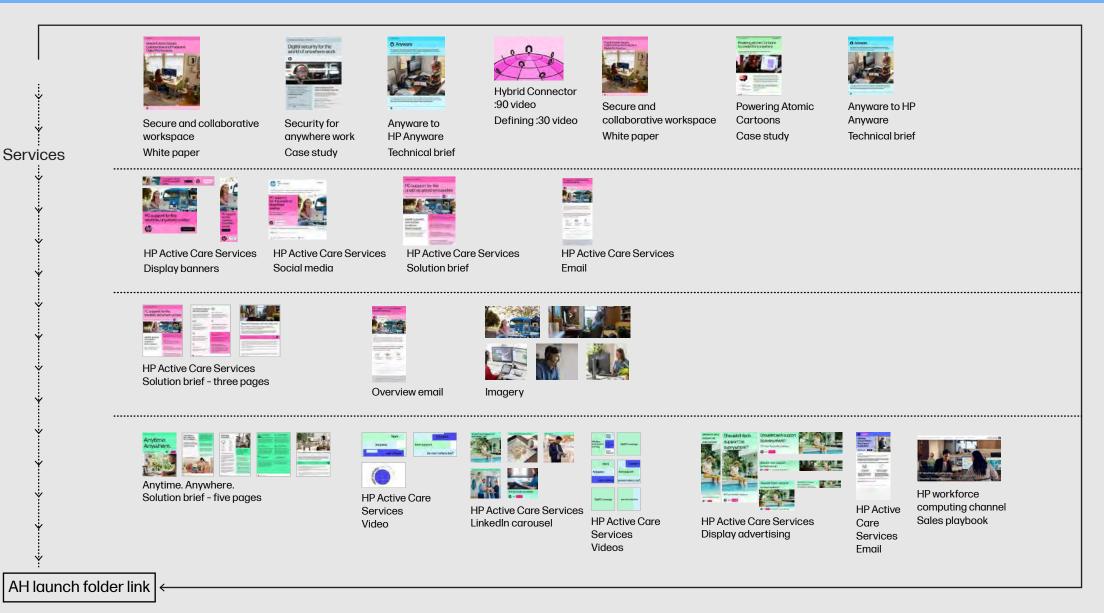
Fast, reliable response resolution in the office or on-the-go



HP solutions | Services

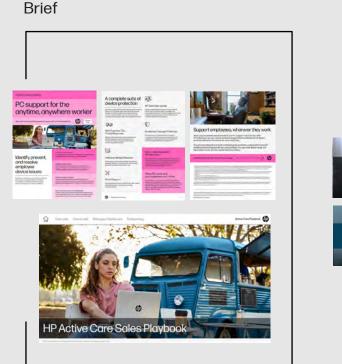


HP solutions | Services



HP solutions | Services

Deliverables

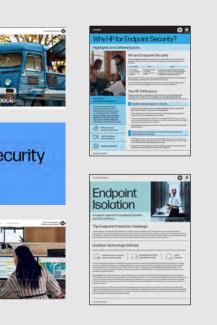


Videos

from home Whether your team is GetPC coverage working or on the road Shouldn't GetPC coverage tech support be everywhere, too? Masorico 🕨 seorment Work happens you can count on everywhere



Documents



Summary of deliverables

Videos

Documents

Brief

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Verticals



hp

Verticals Government overview

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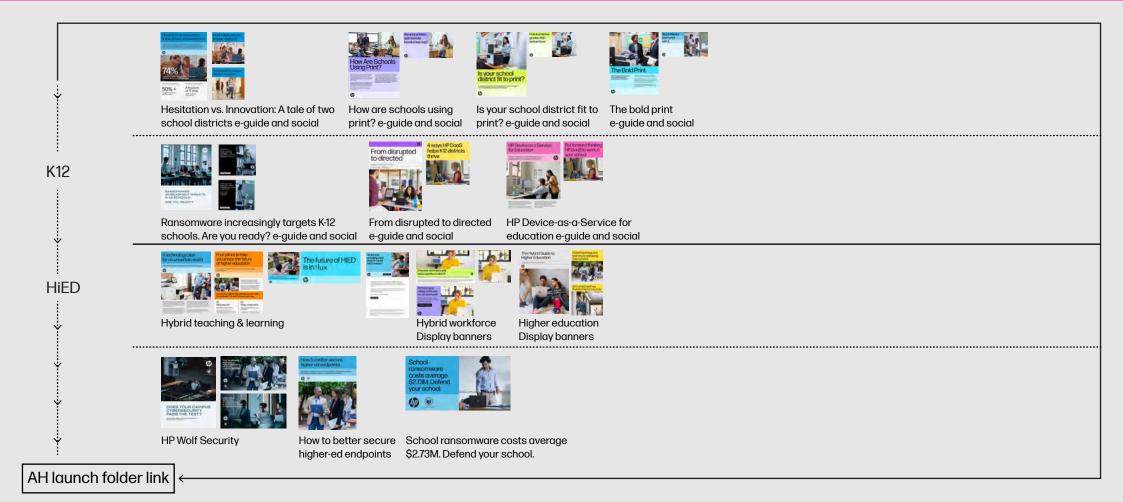
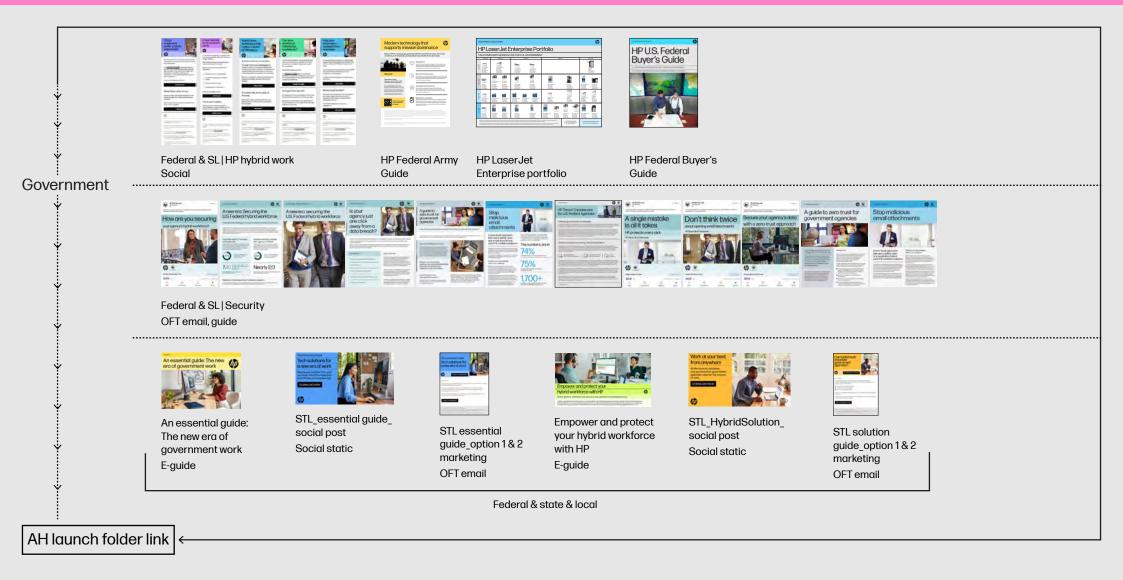
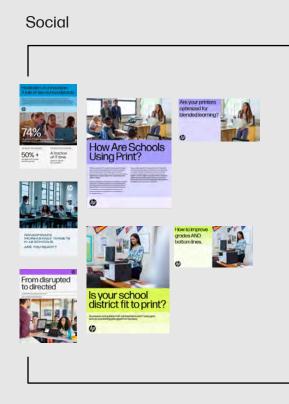


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Deliverables





Summary of deliverables

Guide

Social



Launch folder here

Additional resources

∧ Go to top

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Additional resources

