The Never Normal Readiness

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Let’s Warm Up

	2015	2022	
% Ecommerce vs TOT Retail Sales (WW)	7%	20%	+186%
Number of Bank Branches (EU)	190K	140K	-27%
% of Employees that need a “reason” to came to the office (WW)	na ☺	83%	

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What happen to the World…

…when technology

STOP

to be special?

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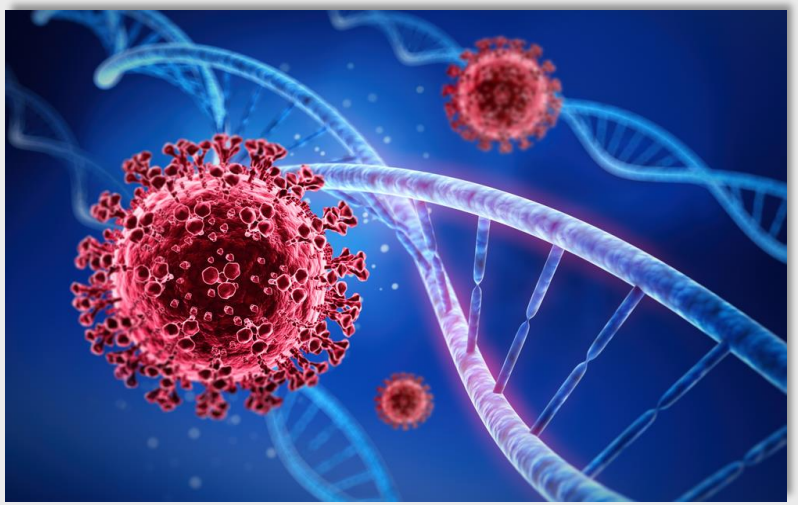
The New Normal



Hyperconnectivity

2020 Digital Stress Test

a fast jump years ahead

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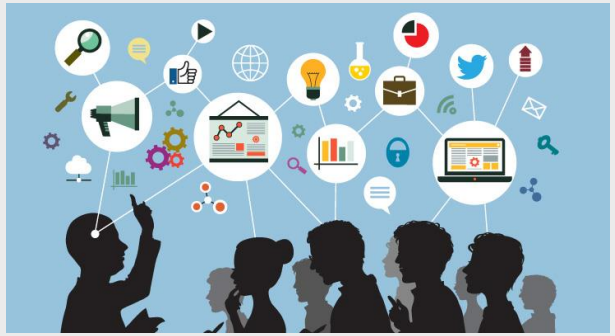
The New Normal – some of

CONSUMERS

Social



Multi Channel

Big Data

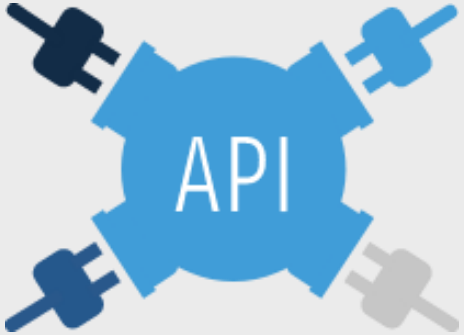
Mobile

ENTERPRISE

Cloud

Agile

Platforms



API

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The New Normal – what to expect

- Raised up the bar
- Create status quo

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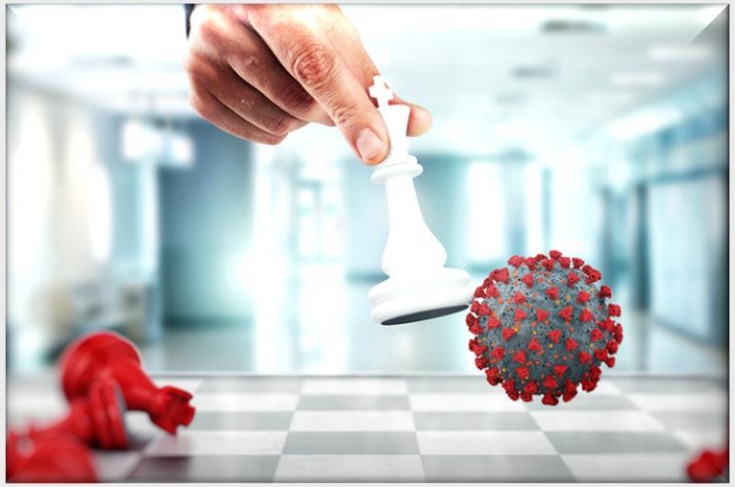
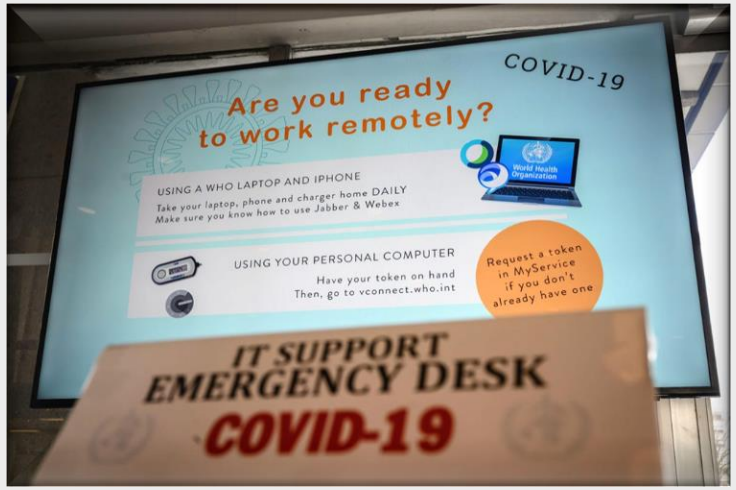
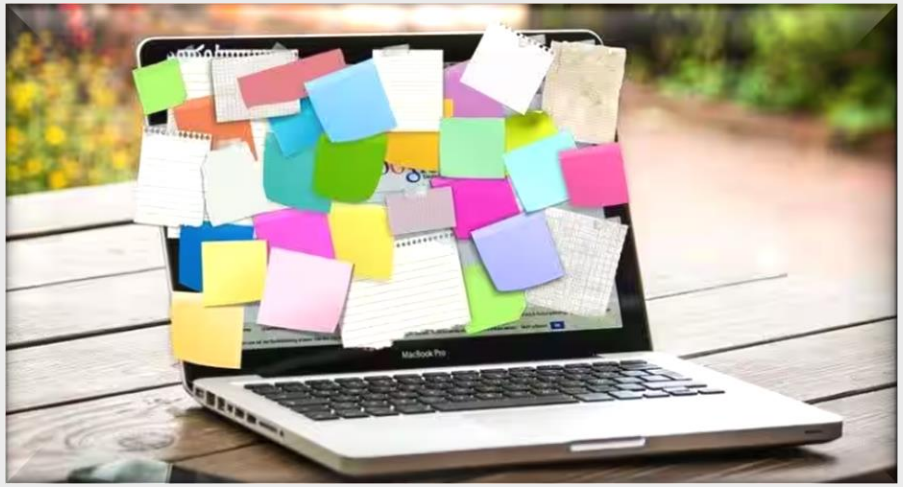
The New Normal







Does the “old” normal still exist?

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The Never Normal - seismic shocks

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The Never Normal – what ahead of us

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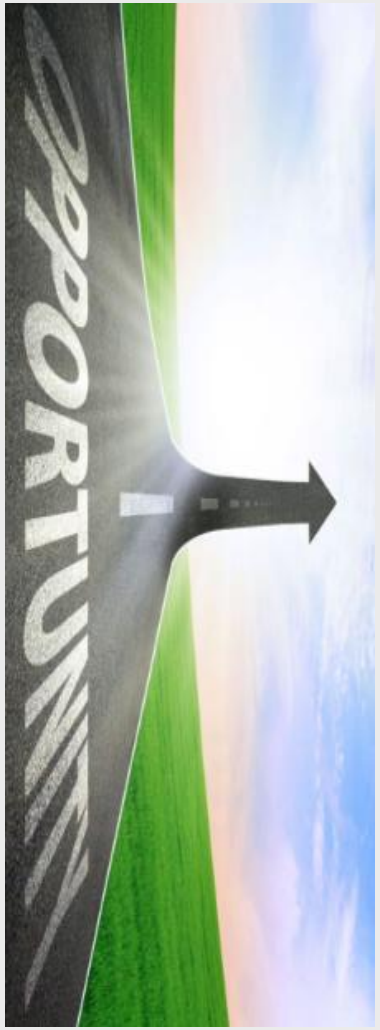
The Never Normal – what ahead of us

volatility



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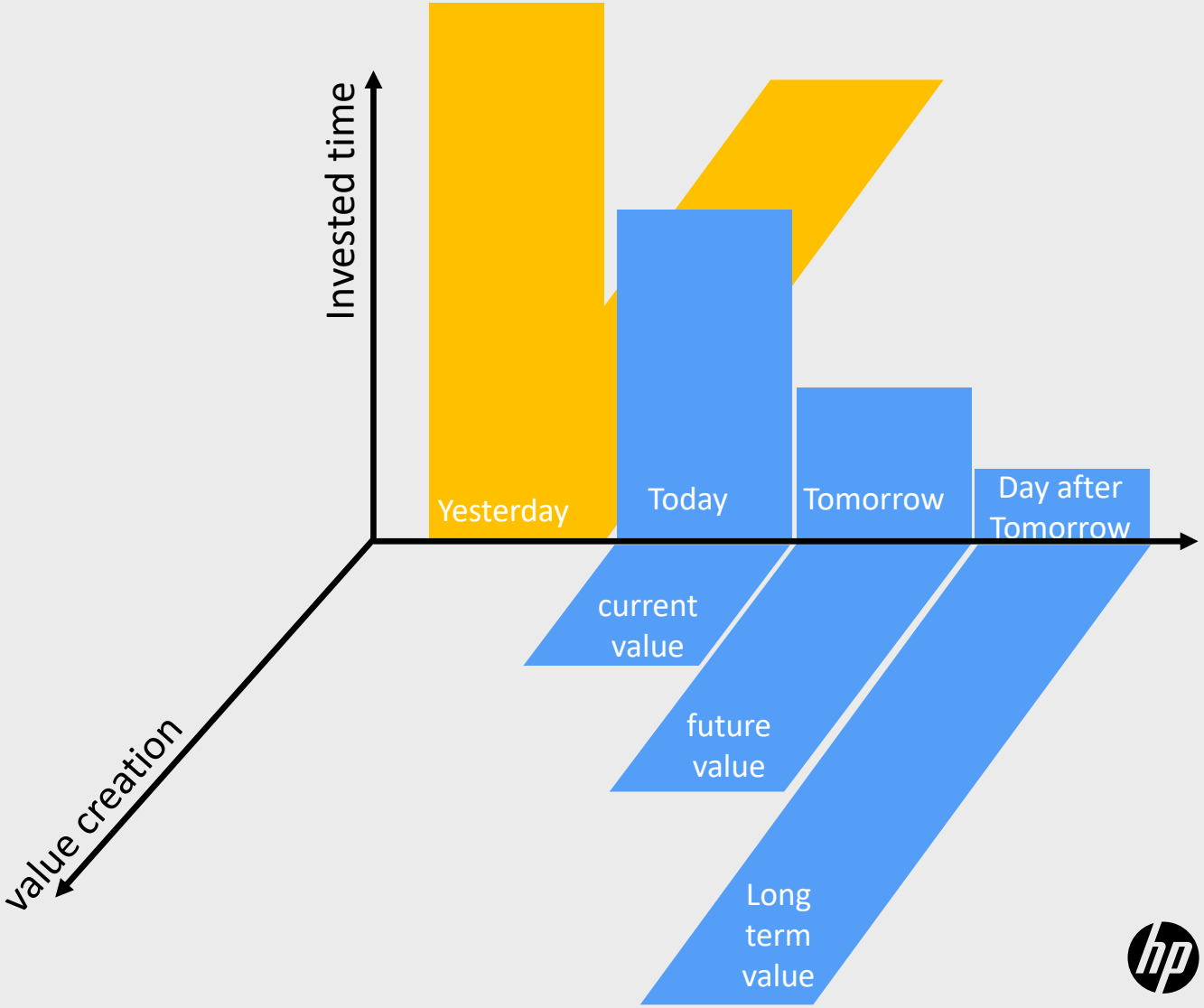
The Never Normal – new next readiness

Are You ready?

What are Your main pain points?



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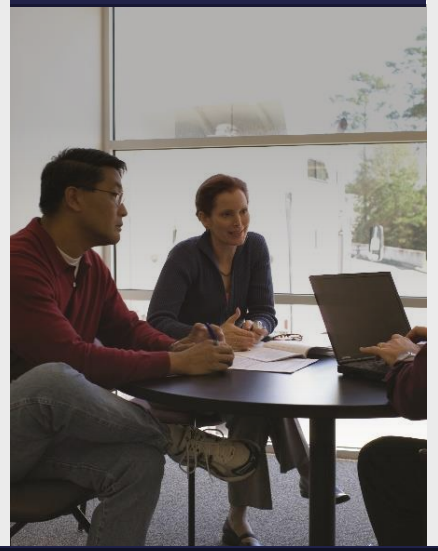
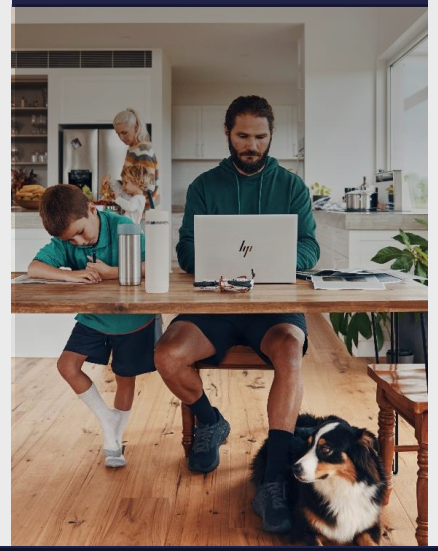
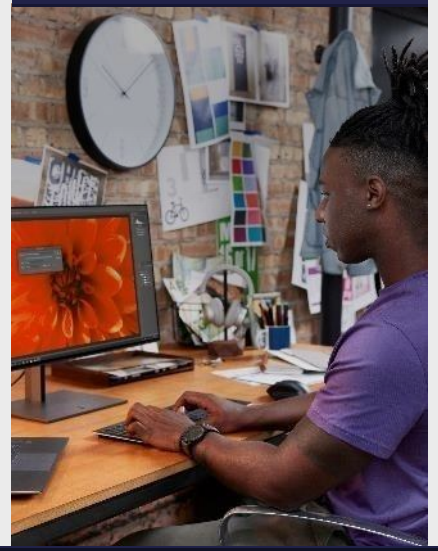
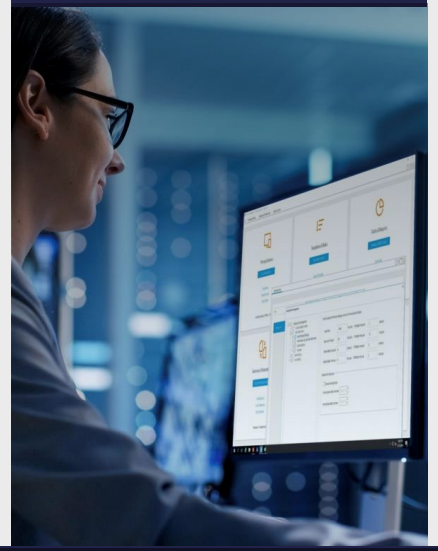
IT is more complex than ever

	Vendors	New Normal	Battle for talent	Sustainability	Security Risks
Challenge					
Impact	**150+** Is the typical # of IT vendors managed by CIO	**90%** said hybrid work style has caused “a great deal” of change to operations	**82%** companies rated DEX* as ‘critically’ or ‘very’ ‘important	**70%** employees prefer a company with a strong sustainability plan	**62%** increase in ransomware attacks in 2021

*Digital Employee Experience

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Never Normal creates new challenges

Key focus on business outcome

- Employee experience
- Device security risk
- Budget Cuts
- Complexity
- Environmental impact

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Workplace evolution is a strategic play

Work with HP, a single global provider of curated hardware, software, and managed workforce services and solutions to drive the right outcomes for your business

SPEED FLEXIBILITY

SECURITY

RESILIANCY

REUSABILITY

Cloud

Predictive & Proactive, Analytics

Sustainability

Integrated, flexible & global service

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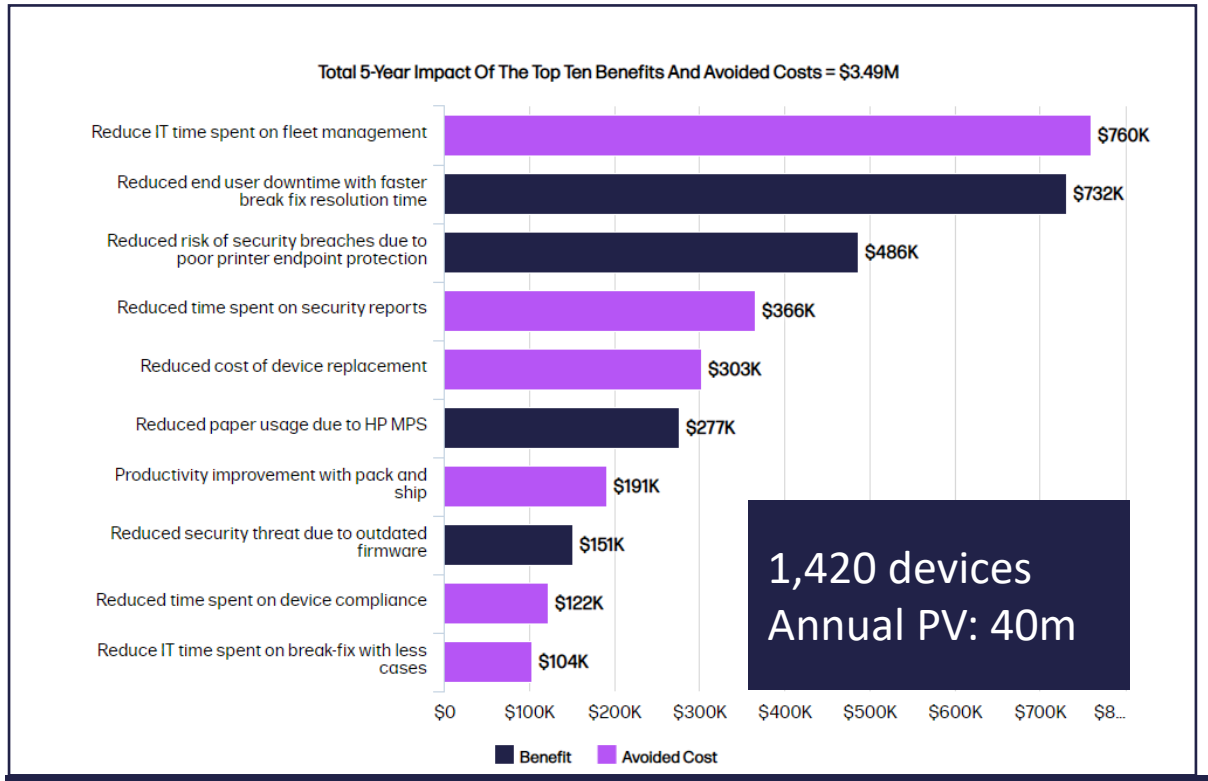
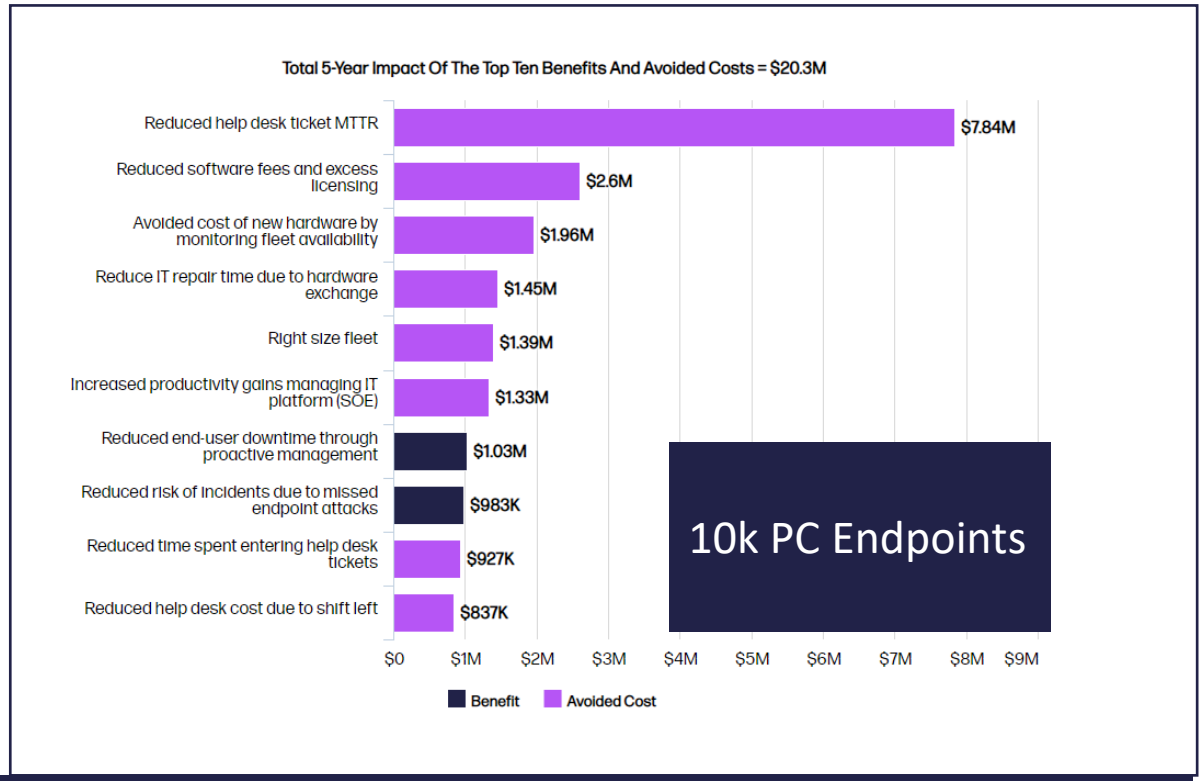
Leverage outcome-focused service design

Why spend time on this?

30% savings on IT budget for workplace over 5 years by moving to subscription on Print & PC technologies.
No upfront costs, pay as you go and generate savings after 3 months.





Interactive Business Case to co-create value with HP

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Key challenges solvable

Employee experience	Device security risk	Budget Cuts	Complexity	Environmental impact
15% Drops in device failures	"Security is part of our DNA. As a financial services provider, we attach great importance to security in all areas."	"Our goal is to get to a stage where we have zero-touch provisioning of all hp devices, and hp device security and services are helping us achieve that."	"HP brings global harmonization and standardization, from configuration and deployment to device security."	Carbon footprint impact measured and tracked for devices and supplies. Fleet: 5,000 Countries: 50+
DLG	Zürcher Kantonalbank	LEADER IN DIGITAL MEDIA	FESTO	GLOBAL SCIENCE AND TECHNOLOGY GROUP

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Zürcher Kantonalbank sharpens Printing Security posture

drives global innovation through workplace agility

"Security is part of our DNA. As a financial services provider, we attach great importance to security in all areas."

Norbert Neumaier, Digital Workplace Unit, Zürcher Kantonalbank

Zürcher Kantonalbank

Industry: Banking

Switzerland

5,000+
employees

50+
branches

OBJECTIVES

- Evaluate Security posture of printing environment
- Identify potential area to optimize security posture
- Run an independent audit for the first time

OUTCOMES

3 3-Day risk assessment conducted

Holistic approach device and processes

Identified potential risk due to aging devices and other endpoint related elements that influenced next refresh cycle

Influence policy and processes – reduced number of people that Access printer confirguration

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Global science and technology group establishes a consistent worldwide printing eco-system

Seeking workflow improvements, the reinforcement of security posture and measurable sustainability improvements with a consistent approach for printing.

SCIENCE AND TECHNOLOGY

Industry: Healthcare

100+
locations

60,000+
employees

Europe

OBJECTIVES

- Standardize a consistent experience and approach globally for the entire printing ecosystem
- Optimize cost and tracking
- Enforcement of group printing and security policy
- Support sustainability objectives
- Rely on a strategic partnership over time

OUTCOMES

50+ Consistent approach in 50+ countries

5K+ manage print fleet of 5K+ devices

Improved security posture

$ cost savings in keeping the same Partner for over a decade

CO_2 Carbon footprint impact measured and tracked for devices and supplies

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Festo drives global innovation through workplace agility

"HP brings global harmonization and standardization, from configuration and deployment to device security."

Matthias Schmidt, Head of Workplace Systems and Services, Festo

FESTO

Industry: Manufacturing

Headquarters in Germany

21,000+ Employees

250+ Locations worldwide

356,000+ Customers

OBJECTIVES

- Establish best-in-class user support
- Ensure consistency worldwide for 21,000 employees
- Enable employees to work and collaborate anywhere

13K+ Employees transitioned to remote work

80% Of incidents resolved within 24 hours

130K Calls into the HP Services deck supported each year

11 Languages supported across HP help desk

↑ increased focus on user experience

3X Win10 upgrades from expectation

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Helping to drive outcome with transformation

- Cash flow optimization
- Reduce CO^2
- Endpoints protection
- Speed with cloud services
- Employee Experience score

1. **Move to modern**
2. **Paper to Glass**
3. **Telemetry & analytics**
4. **Scalable resourcing**
5. **Zero trust**

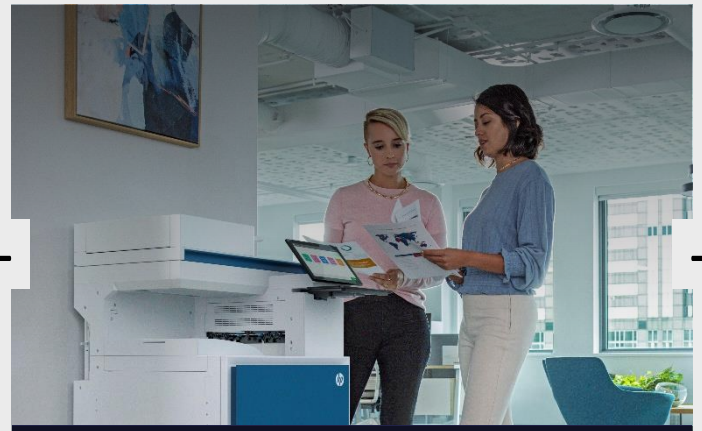
Hardware	Capital or Lease
	One life devices
Software	Unmanaged security
	Unmanaged Paper/Toner
Print Services	Printed pages
	Document flow
PC Services	Annual survey
	On premise Win10
Collaboration Services	On Premise
	Proprietary

HP unified Workplace Services portfolio

HP Workforce Services and Solutions

Hardware
Software

+



Print Services

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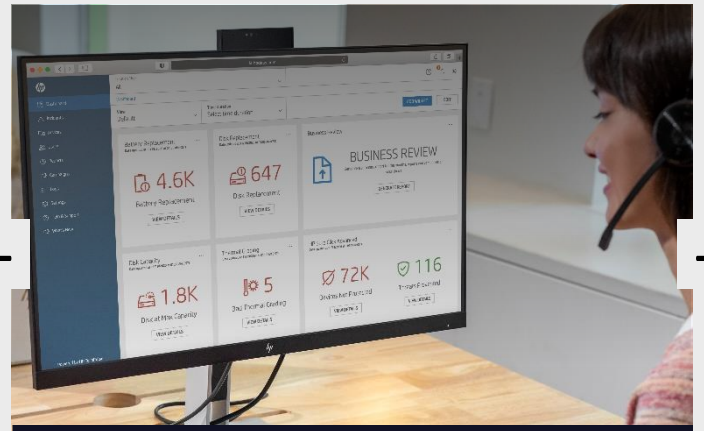

PC Services

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Collaboration Services

Managed Services

Digital Services

Lifecycle Services

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HP SERVICES

Outcomes Delivered

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Thank you!

Drive the right outcomes for your business

With HP Workforce Services & Solutions

User Experience

Security

Productivity

Simplify workplace ecosystem with flexible subscriptions

Sustainability

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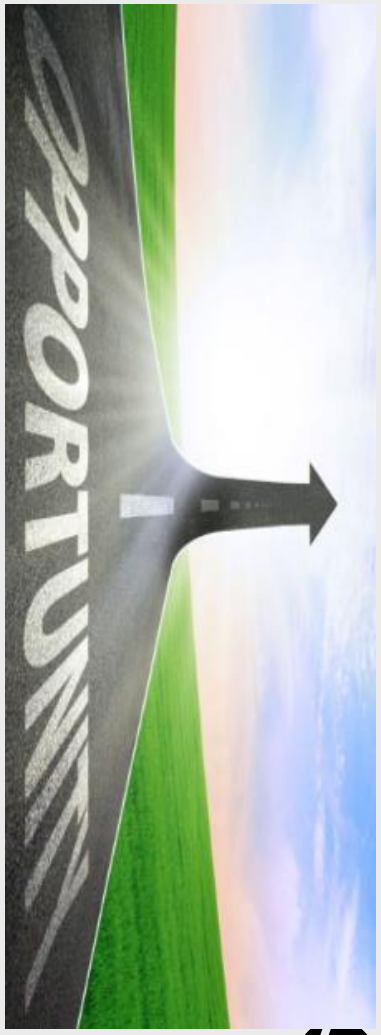
The Never Normal – what ahead of us



volatility

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The Never Normal – the right focus

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The Never Normal – the right equation

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