RETURN ON INVESTMENT

with HP Web Jetadmin imaging and printing fleet management software

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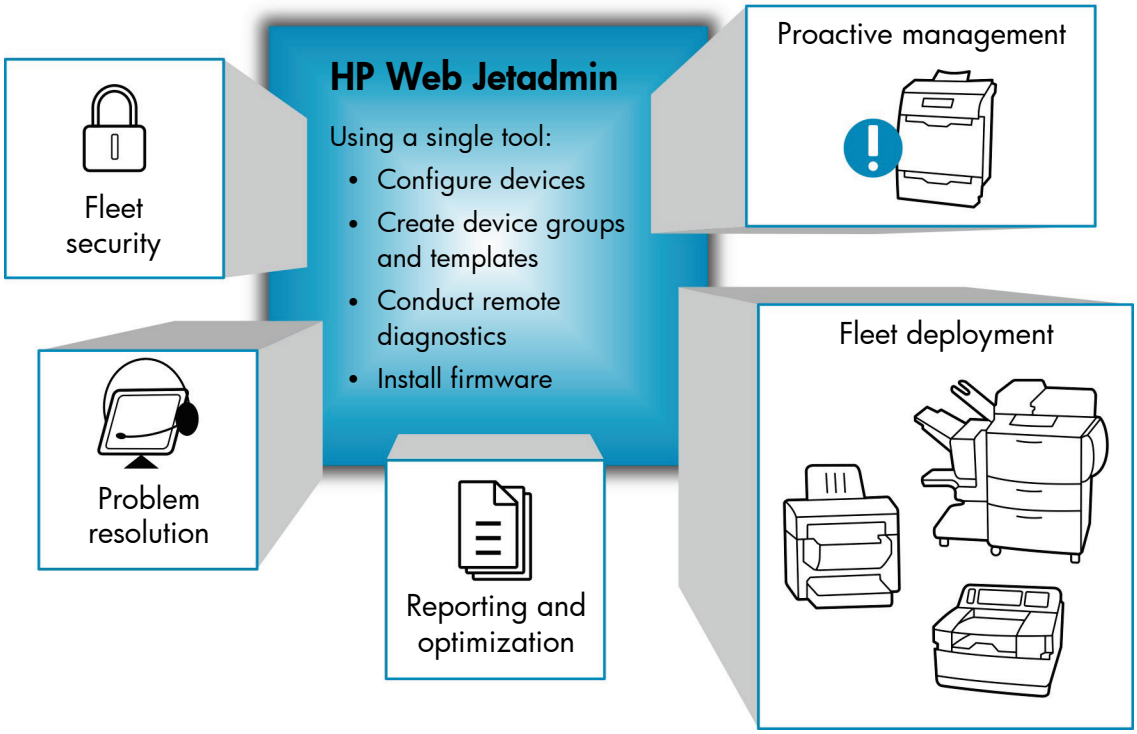

OVERVIEW

HP Web Jetadmin software is an award-winning, industry-leading software tool for efficiently managing a wide variety of networked HP and non-HP devices, including printers, multifunction products, scanners, and digital senders. From a single software solution, you can remotely install, monitor, maintain, troubleshoot, and secure your imaging and printing environment.

This white paper will explore the ways that HP Web Jetadmin can increase your business's return on investment (ROI). It can boost your business productivity by helping you save time, control costs, and protect your investments. A single fleet management tool delivers:

- **Fleet deployment**—Easily and remotely set up and install new devices, configure existing devices, and update device firmware and security across your entire fleet. Devices can be automatically grouped based on a variety of predefined parameters, such as available features and geographic location, and then automatically configured with settings specified for that group.
- **Problem resolution**—Reduce device downtime and save costs for your business by empowering the helpdesk to remotely monitor and manage devices. Minimize calls to the helpdesk by providing the information they need to avoid potential problems or to respond more quickly and effectively when problems occur.
- **Proactive management**—Increase end-user uptime. Real-time device status information and device notifications let your staff anticipate device servicing and supplies needs.
- **Fleet security**—Protect the entire imaging and printing environment by remotely and automatically enabling advanced security settings. Create roles for specific users to control access to HP Web Jetadmin, and set security on devices. For example, you can lock down the embedded web server (EWS) to prevent individuals from using HTTP to change device configurations.
- **Reporting and optimization**—Understand your fleet today, and get the information you need to best meet the future. Gather device usage data from your imaging and printing environment and create reports to see how your assets are being utilized over time. This lets you create an optimal device fleet that is both tailored to end-user needs and balanced to save costs and resources.

TYPICAL ENTERPRISE CHALLENGES

As a business grows, it inevitably becomes more complex. Simple solutions that worked for individuals and small groups often become inadequate when dealing with multiple departments in different locations. When you add continually evolving technologies to this complexity, the dizzying array of possibilities and potential problems can be overwhelming.

Imaging and printing fleet management is an often-overlooked area of business operations, and yet it can consume a significant percentage of your IT budget. One reason that fleet management can be so costly is that it is typically reactionary: the helpdesk responds when users call in with problems, supplies are ordered after they've already run out, and new drivers and security measures are put in place one at a time, for each device, when the system becomes unstable. Continually pressured by these issues, IT administrators lack a good understanding of the basics of their fleet:

- How many imaging and printing devices—including PC-connected devices—are on the network?
- What kinds of devices are being deployed, and where?
- Are the drivers up to date?
- Is the imaging and printing environment secure?
- How are people using the available imaging and printing assets?
- How can troubleshooting costs be reduced?

The result is high costs from frequent device downtime, which reduces workplace productivity. In addition, unsecured and unpredictable devices can lead to waste due to misuse, mechanical failure, and unchecked energy consumption.

BENEFITS BEYOND SAVINGS

It's easy to see how HP Web Jetadmin can help reduce your support costs. Central monitoring and management of your entire imaging and printing fleet saves time, and it lets IT and the helpdesk manage devices proactively and respond more effectively to user issues.

Using HP Web Jetadmin to help manage devices and balance device deployment can deliver substantial cost savings by optimizing the print infrastructure and reducing spending on:

- Imaging and printing hardware
- Supplies
- IT or helpdesk support for end-users
- Hardware and supplies ordering and inventory management
- Device repair times
- Device installation and upgrades

Increased productivity

But reducing costs is only part of the story. HP Web Jetadmin can help boost productivity for the entire business. As fleet administration becomes more efficient, IT can begin to reallocate staff time from support tasks—such as device deployment, device management, applications management, and helpdesk calls—to higher-value activities like upgrading computer or operating systems or launching a new business application.

HP Web Jetadmin can streamline or reduce manual tasks for IT by allowing:

- Automatic discovery and configuration of new devices
- Fleet configuration
- Update HP Jetdirect or device firmware (for one device or many devices at a time)

Proactive supplies management increases device uptime by letting you monitor and forecast supplies needs. HP Web Jetadmin can collect, store, and display ongoing usage information for groups of devices and facilitate consolidated supplies ordering.

Because HP Web Jetadmin helps IT deploy devices intelligently and keep devices up and running, users make fewer calls to the helpdesk, and can print or scan and get on with their work.

Reduced environmental impact

HP Web Jetadmin helps you save costs while reducing your impact on the environment.

- Configure power settings for single devices or for groups, and consume less energy while ensuring that devices are always ready when needed. For example, devices can be set to enter a low power state on nights and weekends. Older devices that take longer to warm up can even be set to wake before others, to ensure that your printer fleet is ready to go when end-users arrive.
- Reduce paper and energy use with PIN printing. Requiring users to input a PIN at the control panel to retrieve print jobs not only provides secure printing, it also encourages greater accountability and responsibility among end-users. In fact, many businesses have seen great reductions in paper and energy use, because often, users never retrieve jobs they sent to the printer.
- Limit paper consumption by setting automatic two-sided printing as the default mode for individual devices or entire fleets (for capable devices). This can reduce the volume and cost of paper used. If users require single-sided output, they can always make this selection at print time.[1]

[1] To ensure ease of use, end-users can override the default mode and choose many printing options, including single-sided printing.

HOW IT WORKS

Fleet deployment

From one management utility, HP Web Jetadmin lets you remotely install new devices and perform security and firmware updates. You can automatically configure device settings, either one at a time, in groups, or for your entire imaging and printing fleet. For example, you can set auto-configuration policies that disable unused protocols. This not only improves network performance, it also enables additional securities and controls because each user must access the network print services centrally instead of establishing a direct connection. Setting this option remotely means you don't have to physically visit each device, which is particularly useful if your organization has multiple buildings or sites.

Savings

With HP Web Jetadmin's fleet deployment features, IT administrators save time in a variety of areas. After creating device configuration profiles, HP Web Jetadmin can perform many management tasks automatically. The table below provides an example of time savings you could see by automating tasks in the following areas:

	Estimated time saved for			
Task	**1 device**	**20 devices**	**250 devices**	**Description**
Set up and install new devices	1 hour	20 hours	250 hours	New devices are automatically discovered and configured based on auto-configuration policies.
Configure existing devices	.5 hours	10 hours	125 hours	Settings can be changed in batches for existing devices, based on device settings profiles.
Firmware updates	1.25 hours	25 hours	312.5 hours	Automatically upgrade firmware in batches for supported HP Jetdirect servers and devices.
Security updates	.5 hours	10 hours	125 hours	Automatically apply security patches in batches for supported devices.

Problem resolution

With remote monitoring and management, helpdesk personnel can easily troubleshoot device problems and resolve them remotely, or proactively address problems before users are impacted. HP Web Jetadmin enables remote device access to:

- Quickly locate a device
- View device status
- Generate a test page (this can be used to determine network connectivity)
- Switch the device online and offline
- Power cycle the device
- Perform a cold reset to factory defaults (for devices with this capability)
- View critical diagnostic information, such as firmware version
- Upgrade firmware
- Configure network or device parameters

Savings

Businesses can realize significant time savings with HP Web Jetadmin. Customers have seen up to 50% reduction in helpdesk calls. And because helpdesk personnel can access device status information in real time and remotely test, update, and configure devices, call duration is typically reduced.

Proactive management

With real-time status updates and a variety of built-in notifications, HP Web Jetadmin lets IT and the helpdesk cut costs by proactively managing and monitoring devices. By being notified of impending service requirements, IT can schedule service calls when they are least likely to impact end-user productivity and be certain to have the parts required, such as a maintenance kit, image drum, or fuser. Proactive and predictive supplies ordering ensures that needed supplies are always on hand, while avoiding prolonged supplies storage.

Savings

In addition to a decrease in helpdesk calls, proactive management helps administrators have supplies ready for devices before they run out, and allows technicians to consolidate maintenance trips, which saves travel time and costs, and lets them be more productive.

Fleet security

One of the biggest—and ultimately most costly—issues in imaging and printing management is end-user error or misuse. HP Web Jetadmin lets you remotely set device security and create roles to restrict user access to certain features, such as color printing, or locking out the control panel to avoid user error. Users are often not aware of a device's features and limitations, which can lead to support issues, such as printer failure caused by special media being placed in the wrong tray. Locking the control panel and access to media trays can greatly reduce calls to the helpdesk.

There are several security mechanisms that can be enabled with HP Web Jetadmin to guard against all forms of access, including:

- Upgrading HP Jetdirect firmware to the highest level
- Disabling all unused protocols
- Specifying an administrator password (through EWS and Telnet)
- Specifying an SNMP Set Community name
- Locking the control panel
- Locking access to the device's EWS

Security settings can be deployed to individual devices, or to groups of devices.

Savings

A more secure imaging and printing environment has a number of cost and time-saving benefits. Businesses can be sure that certain features, such as color printing, are accessed only by those who need it. Calls to the helpdesk are avoided by restricting device access, so unauthorized personnel cannot tamper with device settings. And as described in "Fleet deployment," on page 5, HP Web Jetadmin can save an estimated 30 minutes per device—or up to 125 hours for a large enterprise with 250 devices—by deploying device security settings in batches.

With the ability to schedule security settings and apply them remotely, administrators can be sure that security settings are employed for the entire fleet.

Reporting and optimization

When you know exactly what is going on in your imaging and printing environment, you make wiser management decisions, and you're in a better position to control costs. HP Web Jetadmin reports provide usage data to help enterprise businesses optimize and understand their printing over time. Reports can help you:

- Administer your printing and imaging assets
- Know the number of imaging and printing devices on the network
- Monitor usage and supplies trends
- Control color use
- Optimize your fleet
- Reduce your environmental impact by helping you cut energy and paper use
- Understand device usage, including by user and the number and type of pages handled by device, location, and the entire business
- See types and locations of devices
- Understand driver versions
- Get security information, such as which devices restrict access based on user roles or are password-controlled through the EWS

HP Web Jetadmin can collect a wide variety of information from devices. You can export the data through a variety of popular formats, such as CSV, XML, or with database views using the Data Base Connectivity module. This allows the data to be integrated with other reporting applications or processes. Reports can also be displayed through the client host, stored in archives, and sent to email.

Savings

To collect device data, administrators often spend hours walking from device to device printing status pages. The collected information must then be entered into a spreadsheet to create reports. HP Web Jetadmin not only saves time by collecting, compiling, and storing device data, but also provides reporting for common queries, such as device inventory, device usage by user, and supplies usage and ordering information, as well as allowing you to easily create custom reports. You can save even more time by scheduling reports to be automatically emailed to the appropriate recipient.

Sample ROI analysis

The tables below offer examples of estimated cost savings a business with a fleet of 2,500 devices could realize by deploying HP Web Jetadmin. Labor rates and usages are based on common rates and time spent to perform tasks. Actual results will vary.

Savings for your business will vary based on a number of factors, including the size of your fleet, the policies you wish to employ, and the knowledge your staff has about HP Web Jetadmin. The table is based on a real ROI calculation tool developed to help customers see the saving they can achieve with HP Web Jetadmin. Contact your HP account representative for more information.

Description	Typical processes	With HP Web Jetadmin	How does it work?
Fleet deployment			
Device set up and configuration			
Number of devices installed and configured per month	250	250	You only need to establish the setup once on a particular device using autogrouping, policies, and templates. Changes to device configuration can be made using the same processes.
Types of devices (different models)	5	5	Autogrouping policies can also be scheduled to automatically reset and ensure desired device security and configuration.
Estimated time required to configure devices	0.5 hr per device	2.5 hr one-time setup for all devices	Costs without HP Web Jetadmin could increase depending on the number of times you configure devices.
Cost per hour of labor	$45	$45	**Current process** • Locate the device and configure it at the control panel or with the EWS. • Test by sending a print job to the device. This must be performed each time the configuration is changed.
Totals	**$5,625**	**$113**	
Hard cost savings		**$5,513**	
Firmware updates			
Number of firmware updates per month	200	200	Automatically upgrade firmware in batches for supported devices.
Estimated time required	1.25 hr per device	1 hr one-time setup for all devices	Perform upgrades using autogrouping, policies, and templates.
Cost per hour of labor	$45	$45	**Current process** • Locate the device and perform the upgrade at the device or with the EWS. • Test the device.
Totals	**$11,250**	**$45**	
Hard cost savings		**$11,205**	

Description	Typical processes	With HP Web Jetadmin	How does it work?
Problem resolution			
Helpdesk calls			
Number of device-related calls per month	250	250	Real-time, one stop status pages provide interactive device information, including current supply levels, which can reduce time when troubleshooting a device problem.
Average duration	0.5 hr	0.25 hr for remote access	Access devices remotely and perform basic troubleshooting, instead of traveling to the device.
Cost per hour of labor	$35	$35	The helpdesk can be proactive rather than reactive and reduce interruptions to business productivity.
Totals	**$4,375**	**$2,188**	**Current process** • The helpdesk receives a call and cannot see device status. • Personnel may need to physically go to the device to access information available remotely through HP Web Jetadmin.
Hard cost savings		**$2,188**	
Proactive management			
Printer service			
Number of service calls per month, including replacing maintenance kits, drums, and fusers	250	250	HP Web Jetadmin can send an alert that includes information relevant to the service requirement. On-site visits can be reduced by 50% by eliminating the need to travel to devices to diagnose issues.
Diagnostics time	0.5 hr	0.10 hr	IT can perform diagnostics remotely.
Average travel time to diagnose issues	1 hr	0 hr	IT can avoid diagnostic and travel time completely because the device sends an alert.
Average travel time to replace part	1 hr	1 hr	IT can run tests and get the information they need, so that they can make sure they have the appropriate supplies waiting to service the device.
Average part replacement time	1 hr	1 hr	End-users benefit from higher productivity and less downtime.
Hourly labor rate for maintenance activities	$35	$35	**Current process** • Helpdesk receives a call and sends technician to the device to diagnose the issue. • The technician orders any required parts, and then after they are received, travels to the device again to install them.
Totals	**$30,625**	**$18,375**	
Hard cost savings		**$12, 250**	
Monitoring supplies status			
Check supplies status for every device on a monthly basis	2,500 devices	2,500 devices	Get consolidated, simplified, and predictive supplies monitoring and ordering.
Average device access time	0.25 hr to access each device with EWS	0.25 hr to see every device	View all devices at once. Establish groups for devices with low supplies, and set alert thresholds for each supply type. Costs without HP Web Jetadmin could increase depending on the number of times you check supplies status.
Cost per hour of labor	$35	$35	**Current process** • Use HTTP to access the EWS for each device. • Travel to each device and print a test page.
Totals	**$21,875**	**$9**	
Hard cost savings		**$21,866**	

Description	Typical processes	With HP Web Jetadmin	How does it work?
Security			
Security settings			
Number of security configuration changes for devices per month	250	250	You only need to establish the security profile once on a particular device using autogrouping, policies, and templates to ensure devices always meet customers security standards.
Estimated time required to configure device	0.5 hr per device	1 hr for all devices	Security features like control panel lockdown can reduce helpdesk calls by ensuring users always print from appropriate trays.
Cost per hour of labor	$45	$45	**Current process** Locate the device and configure it at the control panel or with the EWS.
Totals	**$5,625**	**$45**	
Hard cost savings		**$5,580**	
Reporting and optimization			
Trend reporting			
Understand how many printers are on the network or directly connected	2,500	2,500	Data collections are automated and can be scheduled when convenient and appropriate. Reports can be emailed to IT periodically, such as weekly or monthly.
Estimated time required to collect data	0.3 hr per device	1 hr for all devices	HP Web Jetadmin includes pre-formatted templates for the most popular types of reports.
Cost per hour of labor	$45	$45	**Current process** Use EWS or travel to each device and print page counts. Page counts must then be transposed to a spreadsheet and reports created.
Totals	**$33,750**	**$45**	
Hard cost savings		**$33,705**	
Total savings			
Monthly		**$92,307**	
Annually		**$1,107,684**	

SUMMARY

HP Web Jetadmin provides centralized monitoring and management of your entire fleet of imaging and printing devices. It not only helps your business reduce costs—some customers have seen a 50% reduction in helpdesk calls, for example—but can also help boost productivity for IT and end-users. Comprehensive data collection and powerful reports give you the information you need to build an optimized imaging and printing infrastructure, in which costs are reduced and users have access to the features they need. HP Web Jetadmin also features a number of capabilities designed to help your business reduce your impact on the environment. Minimize your carbon footprint by configuring devices to go into a low power state when not in use. Cut paper waste and increase security by enforcing control panel PIN release for all print jobs.

Because HP Web Jetadmin is a free download from HP, its ROI value must only be weighed against the effort required in its implementation. The software is easy to install and use, and yet very quickly delivers a wealth of information to IT administrators, including the number of devices on your network and the status of each device.

Consider what you are currently spending in IT support and supplies costs, as well as the expenses inherent in a less-than-optimized infrastructure. Businesses often forget that these costs can be substantial, depending on the number of devices being managed. Then imagine the potential of a well-informed IT staff using HP Web Jetadmin: freed from many time-consuming and manual tasks, they are able to provide better support for devices, and even focus their attention on higher-value IT endeavors. With an optimized printing and imaging environment designed to meet their needs, and devices that are ready to work, end-users are more productive as well. All of this combines to yield an impressive return on investment and puts your business on track to reap HP Web Jetadmin's many benefits for years to come.

FOR MORE INFORMATION

For more information about HP Web Jetadmin, to see our services, training, and support options, or to download HP Web Jetadmin for free, go to **www.hp.com/go/wja**.

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