

Case study

Merck

HP MPS advances to champion strategic goals, implements new solutions, innovative ink for the enterprise



Industry

Healthcare, manufacturing

Objective

Optimize and transform printing and document management processes to achieve business objectives

Approach

HP MPS solution optimizes print environment to help reduce costs and reduce environmental impact, enable workflow process improvement and strategic business initiatives

IT matters

- HP Web Jetadmin software enables enterprise-wide remote monitoring and management, usage tracking and reporting, security tools and network-managed upgrades
- Pull print badge printing solution with HP MPS improves print security
- Establish print environment to enhance with changing needs for mobility and workflow improvements

Business matters

- Achieve cost savings from printer consolidation (moving from 1:1 employee-to-printer ratio to 12:1), print environment optimization, badge printing
- Implement solutions that positively impact the environment
- Integrate business systems capabilities for seamless SAP printing
- Reduce printing and improve business efficiency through digitization of invoices, expense reports and opportunities to streamline workflow
- Target new opportunities for strategic business initiatives based on MPS-generated data
- Impact business with improvements in employee productivity and IT efficiency
- Enhance print performance while realizing cost and power improvements with enterprise ink technology



“With HP MPS, we are now able to focus strategically in a way that impacts the business. We use additional benefits of MPS to optimize business workflows, digitize paper processes, help improve employee productivity and better secure our environments with new technologies. That’s the power within the MPS solution.”

– Drew Pawlak, director, Global Client Services and Americas Service Management, Merck

Merck, known as MSD outside the United States and Canada, is an innovative, global healthcare leader committed to improving health and well-being around the world. Its core values are driven by a desire to improve life, achieve excellence and operate with the highest standards. As part of incorporating its vision into the print environment, the company collaborated with HP for its Managed Print Services. Merck initiated MPS as a program that helps reduce costs while bringing environmental benefits. Driving forward to the next chapter of MPS helps Merck enhance efficiency, employee productivity, digital workflows and security by incorporating the latest technology advances.



Since 2007, Merck and HP have collaborated to implement MPS across the Merck enterprise. When Merck and Schering Plough merged, Merck again chose HP for MPS across an even larger global enterprise.

“Implementing a Managed Print Services solution with HP was the beginning of the journey,” says Drew Pawlak, director, Global Client Services and Americas Service Management. “Optimizing the environment was the first chapter.”

Merck worked with HP to standardize on just 12 models of HP printers in the optimization phase and cut the print fleet by more than 80%.¹ HP deployed remote print management tools, such as HP Web Jetadmin software, which enables the monitoring of devices for troubleshooting, deployment of driver updates, and generation of automated toner alerts. It also precisely tracks print volumes on every networked print device, giving Merck and HP the data needed to continue optimizing the print environment over time.

With a commitment to continual advancement, Merck today has one of the most comprehensive, effective and far-reaching HP Managed Print Services solutions in the world. MPS at Merck now manages more than 6,100 devices in some 200 locations across 48 countries. Print volumes exceed 250 million pages per year. Over time, the cost of printing at Merck has been reduced by half, and the changes implemented positively impact the environment.

“You can never take your eye off of optimization and leveraging new technologies,” Pawlak explains.

Revolutionary Ink in the Enterprise

Merck has now adopted HP Officejet Enterprise X Color MFPs, incorporating HP Flow capabilities and PageWide Technology, as one of its global standard models. This technology uses HP pigment inks rather than toner. The Officejet Enterprise X MFP delivers faster color print speed (up to 70 ppm) at lower cost compared to color laser printers.

“Forget what you know about consumer inkjet printing,” Pawlak says. “Enterprise ink technology from HP is very different in many positive ways. It changes the game.” HP Officejet Enterprise X printers are fast, quiet, energy efficient and dependable, offering excellent print quality and print speeds comparable to lasers.

New technology alone isn’t enough for a printer to be selected as one of the 10-12 standard models at Merck. Pawlak says that for selection as a standard for the MPS solution at Merck, a device must be globally available, deliver output quality and speed in line with business needs, and be easily managed using automated tools.

“Our users want to print quickly and efficiently. They aren’t concerned about what technology is used. It’s up to us to offer the options and solutions that meet their requirements.”

– Drew Pawlak, director, Global Client Services and Americas Service Management, Merck

“Ink technology for the enterprise meets all the criteria. It delivers the performance we need and it’s quiet, fast and more economical both in terms of consumables and power. And it integrates easily within our MPS management toolset,” he says.

Ink is a very sustainable print technology. The large-capacity enterprise ink cartridges are compact, easy to use and to recycle. “There’s minimal waste with an ink cartridge,” Pawlak says. “And the technology provides significant energy savings.”

“The new ink technology delivers the performance we need and it’s quiet, fast and more economical both in terms of consumables and power. And it integrates easily within our MPS management toolset.”

– Drew Pawlak, director, Global Client Services and Americas Service Management, Merck

Merck has now deployed the Officejet Enterprise X MFPs to replace older color printers. The swap occurred simply, with no specific explanation that they employed a different technology. “The feedback has been positive and employees have commented, ‘Wow! These things are fast!’” Pawlak says.

“It’s a lesson we have learned before: our users want to print quickly and efficiently. They aren’t concerned about what technology is used. It’s up to us to offer the options and solutions that help meet their requirements.”

When Merck achieved its optimization milestone more than a year ago, it could then focus on adding value to the installed base of MPS. Having a global MPS helped us support new business processes. It also gave us information about printing at Merck, which enabled us to make decisions about how to invest in future capabilities and improvements.

Having MPS allowed Pawlak to focus resources on solving business problems rather than operating a fleet of printers. The value of MPS earned an even greater appreciation at the company.

MPS 2.0

“Now in chapter two, while still refining the print environment due to a changing business landscape, we focus on simplicity, added functionality and security. We’re helping improve employee productivity, adding new capabilities and enhancing security. All of this is possible because we have an MPS solution in place,” Pawlak says.

“Implementing a Managed Print Services solution with HP was the beginning of the journey. Optimizing the environment was the first chapter. Now in chapter two, we focus strategically to impact the business. We’re helping improve employee productivity and IT efficiency and investing in digitization, mobility and security. That’s the power within the MPS solution.”

—Drew Pawlak, director, Global Client Services and Americas Service Management, Merck

With the scanning capabilities included in the global MPS deployment, the roll-out of an electronic expense submission system with the launch of SAP was seamless.

“Furthermore, we leveraged HP expertise, HP software and certified devices to enable SAP printing on a global scale,” he adds.

“We know that if it’s being scanned, it’s coming to us on paper, or we printed it first and there may be an opportunity to transform and simplify that workflow.”

—Drew Pawlak, director, Global Client Services and Americas Service Management, Merck

Merck also moved to digital submission of invoices. Most vendors submit invoices electronically; for those who still submit paper, Merck employees scan them on MFPs and submit them electronically for payment.

In addition to all of the examples of workflow digitization, Pawlak now focuses on discovering new opportunities within Merck, thanks to the detailed data on print usage that MPS reporting produces every month.

He notes that in the past year, some 24 million pages were scanned at Merck using HP MFPs, which comprises about 25% of the document volume on those devices. So what documents are scanned? “That’s what we’ll be researching,” Pawlak says. “We know that if it’s being scanned, it’s coming to us on paper, or we printed it first and there may be an opportunity to transform and simplify that workflow.”

Contracts, for example, typically require three levels of signature. Pawlak says it’s easy to imagine a single document getting printed, signed and scanned three times — once for each signature. “If we can streamline that process, we might increase efficiency significantly.”

Manufacturing documents represent an even bigger opportunity. Because Merck operates in the government-regulated healthcare industry, manufacturing processes are documented meticulously.

“We know that people still use manual paper processes. The paper is then scanned into digital formats that are stored for future substantiation. We want to look at workflow solutions to digitize those manual processes,” he says.

Customer at a glance

Application

Printing, copying, scanning, faxing, document sharing

Hardware

- HP LaserJet printers and MFPs
- HP Officejet Enterprise X MFPs

Software

- HP Web Jetadmin
- HP Output Server
- Jetmobile SecureJet badge printing solution

HP services

- HP Managed Print Services

Pull Printing simplifies printing, improves security, cuts waste

A badge-enabled pull printing solution at Merck simplifies access by allowing easy authentication at the device for printing and scanning. The solution utilizes one print queue globally with the ability to print on any device, and improves the security of networked HP printers and MFPs.

In the past, it was not uncommon to find leftover abandoned print output sitting by printers at the end of each day. People simply forgot to collect what they had printed. This represented a potential security risk that Pawlak recognized and wanted to eliminate. With the JetMobile pull printing solution, nothing is printed until a person walks up to the printer and swipes their badge. Only then does the printer output the job swiftly and securely.

“We expect badge printing to reduce waste, in the form of abandoned print output, by as much as 20% based on pilot program experience,” says Pawlak. “We also know it will increase the security of our print environment and reduce our dependence on print servers. In the end, the solution cost is offset by the reduction of waste. The ease of access and security come as additional benefits!”

Pull printing dramatically reduces the chance of sensitive information falling into the wrong hands.

“We expect badge printing to reduce waste, in the form of abandoned print output, by as much as 20%.”

– Drew Pawlak, director, Global Client Services and Americas Service Management, Merck

“Employees actually love pull printing because it eliminates the need to ‘print and sprint,’”

Pawlak says. “No one needs to run to the printer every time a sensitive document is printed.”

By implementing pull printing, Merck is able to look differently at the back office infrastructure. Software and solutions have the ability to better optimize and utilize server resources and demand, which has resulted in significant capital cost avoidance.

As Merck drives optimization and digitization, it also advances productivity and convenience for its users. Employees traveling with mobile devices, often equipped with productivity software, see growing instances for mobile printing options. Merck has mobile printing in mind for future deployment to support printing on its 6,000 plus devices across 48 countries.

Looking to MPS 3.0: The next chapter

Merck began its journey in 2007 with the foundation of MPS chapter one. Pawlak explains that the solution has since expanded to MPS 2.0. “Merck and HP continue pressing forward strategically,” he explains. “By leveraging emerging technologies, HP helps us find new business solutions.”

The Merck implementation of MPS began as an effort to better manage printing and reduce costs. With the groundwork set, the team can now focus on transforming inefficient paper-based procedures into streamlined, productive and secure business processes. These changes may enable Merck to bring new medicines to market faster, thereby improving the lives of human and animal health everywhere.

“Optimization gets to the point of diminishing returns,” Pawlak concludes. “You may end up chasing pennies. Improving the efficiency of business processes that drive revenue will yield exponentially more ‘dollars’ in return.”

Sign up for updates
hp.com/go/getupdated



Share with colleagues



Rate this document

© Copyright 2011–2012, 2014 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

¹ Nearly one printer for every employee consolidated to one device for every 12 employees on average, resulting in more than 80% reduction in total number of devices.

4AA3-3610ENW, September 2014, Rev. 4

