HP Managed Print Services

HP MPS for government agencies: get control and make document management an integral part of your overall IT strategy

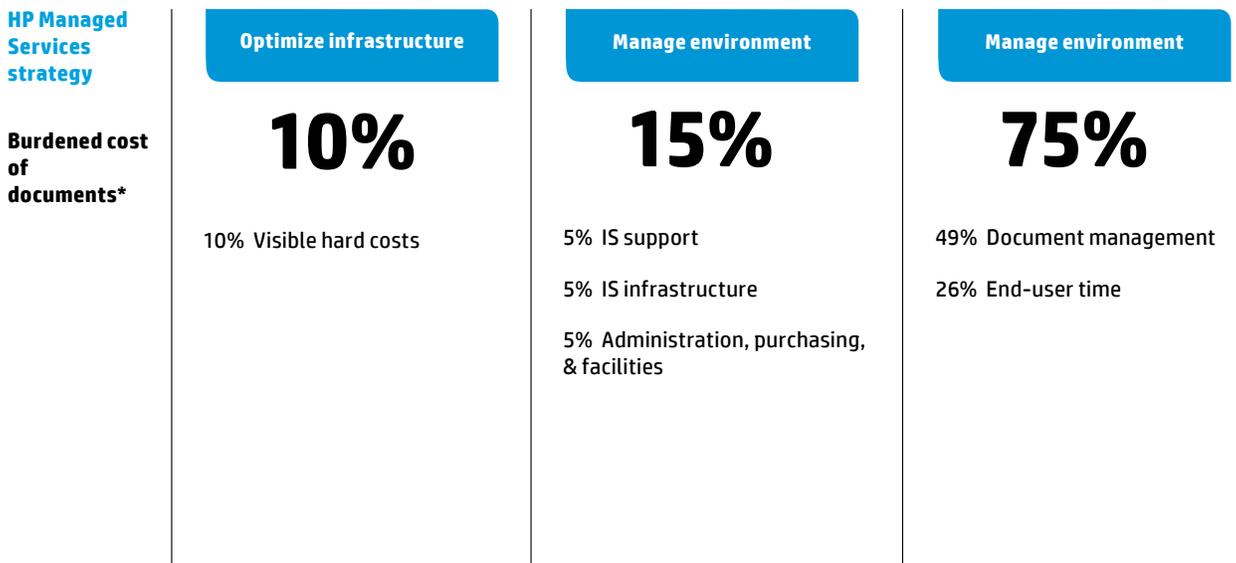HP Managed Print Services (MPS) is an efficient, low-risk way to manage document costs based on the usage of imaging and printing resources.

Executive summary

As a government business process manager, you are expected to do more with less. A savings opportunity that is often overlooked is your imaging and printing environment. This is because print costs are fragmented and rarely quantified in full. Independent analysis has found that printing and document management across all enterprises on average represents 5.83 percent of an enterprise's operational expenditure.[1] HP Managed Print Services (MPS) is a tried and tested approach to reducing these costs by increasing user-to-device ratios, getting the right mix of devices in the right places, and reducing tech support and help desk inquiries. MPS achieves these changes by transferring responsibility for all aspects of printing to a single supplier who provides a full managed service that is charged on an output (per page) basis. But MPS does not just deliver hard cost savings; it can reduce capital expenditure (CAPEX) and increase sustainability, customer service, information-sharing, and security as well.

Fragmented burdened office printing costs

HP Managed Services strategy

Burdened cost of documents*

Optimize infrastructure	Manage environment	Manage environment
10%	**15%**	**75%**
10% Visible hard costs	5% IS support	49% Document management
	5% IS infrastructure	26% End-user time
	5% Administration, purchasing, & facilities	

[1] **Source:** ALL Associates Group, "Enterprise Document Assessment Methodology (EDAM)," white paper, 2010.

An opportunity for real cost savings

Most large enterprises in all sectors have a limited view of what they are spending on their imaging and printing environment. Additionally, one of the biggest challenges continues to be managing paper documents and electronic data while at the same time reducing paper and power consumption. Studies have shown that managing your fleet holistically can save upwards of 30% on printing costs. And the savings increase exponentially when the scope of work includes automating paper-intensive workflows.

Let's start by understanding the full costs of document printing.

The preceding diagram illustrates the percentage of a typical large organization's burdened printing costs. The issue is that many agencies focus on the cost of "putting marks on paper," but such costs typically only represent about 10 percent of the actual spend. For every dollar spent in hard costs related to the device, another $9 is spent on other burdened costs in the full document cycle of business process.[2] And because these burdened costs vary and can be highly fragmented, they often remain invisible and uncontrolled. ALL Associates Group writes that "Burdened costs extend beyond the base costs to include other, directly associated expense that is often fragmented or hidden within an organization. This includes associated information technology costs, procurement, distribution, storage, and other document-management activity. In the office environment, it also includes the end users' time interacting with office equipment."[3] In fact, in a multi-year study of the largest 4,000 global corporations, ALL Associates found that these companies spent an overall average of 5.83 percent[4] of their revenues on these fully burdened document activities.

Tackling the cost of printing

As is so often the case in optimizing any process or system, it is essential that you take an end-to-end view. With printing and document management, this entails looking at the full lifecycle of document and print management with a focus on paper and digital workflows as opposed to devices and the printed page. This full-cycle view enables the right devices to be put in the right places and processes to be digitized and streamlined, with intelligence embedded in devices and software to track and simplify the imaging and printing environment. Furthermore, taking a full lifecycle view helps you make the right trade-offs among different types of costs—supplies, hardware, software, and personnel—that traditionally fall under separate budgets across the print and document management lifecycle.

---

[2] **Source:** ALL Associates Group, "Enterprise Document Assessment Methodology" white paper, 2010.
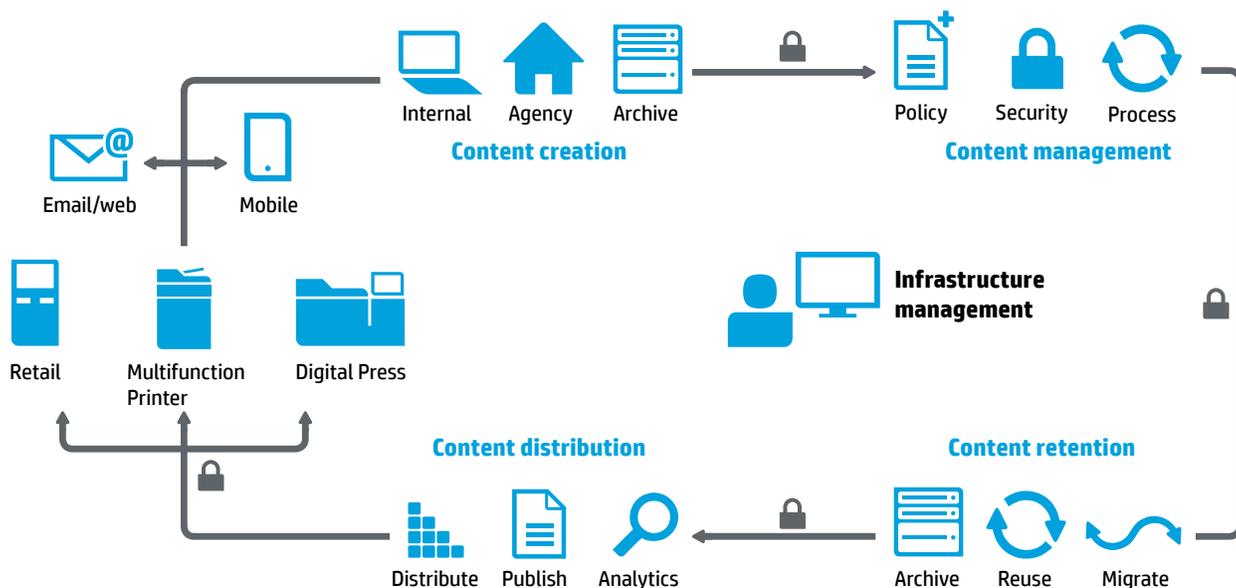[3] Ibid.
[4] Ibid.

An answer in Managed Print Services

Managed Print Services is a way to capitalize on the potential to control the full range of document costs and realize savings by tying the management of print costs to output—usually cost per page—rather than to the device and its supplies. HP MPS is an inclusive suite of printing services that spans office, production, and commercial print environments. Within this contractual arrangement, HP provides essentially everything a government agency needs to maintain a cost-effective, productivity-enhanced environment: imaging and printing devices, software, supplies, support, professional services, security, and, in many cases, document workflow solutions. Flexible procurement options help ensure that the contractual arrangement best meets agency needs.

A complete perspective: focus on paper and digital workflows vs. a device and printed page

Internal   Agency   Archive   Policy   Security   Process

Content creation   **Content management**

Email/web   Mobile

Infrastructure management

Retail   Multifunction Printer   Digital Press

Content distribution   **Content retention**

Distribute   Publish   Analytics   Archive   Reuse   Migrate

Cutting document costs by up to 30 percent, reducing CAPEX, and increasing cost control

According to research firm Gartner, organizations that actively manage their printer, copier, MFP and fax fleets can save between 10% and 30% of their print costs.[5] Similarly, an IDC survey found that "On average, respondents expect to achieve 29% savings over prior costs after deploying managed print services. Smaller companies expected smaller savings (26%) than the largest companies (31%).[6]

Moving to an output-based charging mechanism brings the CIO and line-of-business manager additional benefit in distributing the cost base and providing greater cost transparency. Once costs are tied to a business output such as printed pages, it becomes that much easier for an enterprise to take action to reduce volumes and therefore costs. Part of that reduction potential stems from the ability to charge back usage to individual entities and sub-entities in the organization, bringing awareness—and control—of their usage to entities that were previously unaware or unaccountable.

Because MPS is a managed service where assets are usually owned and operated by the service provider, it naturally reduces an organization's capital investment requirements. As IDC writes, "MPS is analogous to cloud computing, in that it can reduce an organization's capital expenditures and free IT to focus on core initiatives."[7]

[5] **Source:** "Cost-Cutting Initiatives for Office Printing," Gartner Inc., June 19, 2012.
[6] **Source:** IDC Report: MPS and BPS Contract Savings and Impact on Print, IDC #236598, August 2012.
[7] Ibid.

Enhancing security, compliance, and information sharing

By using a single-vendor MPS model to optimize infrastructure and improve workflows, government agencies can, in fact, gain more than just cost savings from this approach. There are also opportunities to:

• Improve security, compliance, and response
• Boost support for mobile workers
• Improve information-sharing across agencies, to vendors, and with citizens

According to research that HP conducted in conjunction with the Economist Intelligence Unit, the "government and public sector lags behind other sectors in implementing strategies to manage the flow of information."[8] Further, many public sector agencies' approach "likely inhibits efforts to protect information from security breaches." The study also states that the public sector "lags behind other sectors in implementing information security strategies. Although public sector respondents were more likely than those in other sectors to say that they are implementing a strategy for securing information … they were less clear on the details. This finding is especially surprising because all sectors that deal with highly confidential and sensitive information need to have very robust policies and controls. While the public sector is not a leader in this area, the survey clearly shows that it values information security."

Reduce your environmental impact

One of the main reasons that organizations of all types and sizes are considering—or have already transitioned to—managed print services is because, like you, they have environmental sustainability goals to meet.

HP—a recognized leader in environmental sustainability—helps customers print more responsibly and better manage assets over the lifetime of those assets, including secure disposition when devices reach their end of life. HP MPS solutions use less energy, reduce paper consumption, eliminate waste, and reduce carbon footprint by automating and streamlining paper-intensive processes. Plus, HP has the ability to track carbon calculations so you can measure your progress.

Is MPS right for your agency?

Are such savings available to your agency or department? Several questions can help you evaluate the potential benefits of moving to an MPS model for managing your print environment:

• How much do you spend per employee for printing?
• How many employees do you have per output device?
• How do you determine a cost-effective mix of printers, copiers, MFPs and personal printers?
• How do you determine when to acquire and when to retire printers?
• How successful are you at meeting your environmental sustainability goals?
• How do you secure access to your printers and MFPs, your documents, and your network connectivity?

"We are not experts in printing, we are experts in tourism so our HP Managed Print Services contract is the perfect solution. Putting our imaging and printing needs in the hands of specialists like HP enables us to fully concentrate on our core business."
Hugo Sousa, Director, Technology Department, Turismo de Portugal

"Our HP scanners and automatic redaction system is saving our office many, many hours of staff time. It does an excellent job of identifying the right information to redact so that manual intervention is rarely necessary. I think we're saving several days of work over the course of a month."
Shahid Khoja, System Administrator, Seminole County Clerk of Courts, Sanford, Florida

[8] **Source:** "Managing information effectively: a necessity for the public sector," business white paper prepared by HP in cooperation with the Economist Intelligence Unit, June 2010.

HP's three-part approach

	Optimize Infrastructure	Manage Environment	Improve Workflow
HP's approach helps you ...	... put the right devices in the right places and increase security and mobility	... manage, track, and simplify your imaging and printing environment	... digitize and streamline paper-intensive business processes
So your organization can ...	... increase user efficiency and satisfaction while reducing the visible and hidden costs of imaging and printing	... enable IT staff, help desk, and end users to work more effectively	... accelerate business results and increase operational effectiveness
While taking advantage of best practices and their benefits ...	• Right size your device fleet • Standardize on fewer models • Increase network and fleet security • Simplify print driver management • Enforce standards and print policies • Maximize investments in existing devices and extend capabilities	• Gain visibility of usage patterns and total printing costs • Help free up IT to focus on strategic projects • Reduce help-desk time through proactive alerts • Proactively maintain an optimized infrastructure • Improve accountability through access control solutions	• Identify digital processes that generate the greatest ROI • Accelerate processes • Minimize exception handling and human error • Reduce warehousing costs • Simplify information access • Edit and customize documents online and enable reliable delivery • Get help from HP industry experts

Build a program that can help reduce the impact on the environment.

"The optimized output infrastructure has contributed to a significant reduction in energy costs and reduced the amount of paper used. It has therefore positioned the Post as an ecologically responsible organization."
Andreas Furler, Former Environment Coordinator, Swiss Post

If you find these questions difficult to answer, then that in itself is indicative of a need for better control of the print environment. Hidden waste and inefficiency can exist in any of a number of areas. Studies show that as much as 90 percent of an enterprise's total document expense may be invisible or uncontrolled.[9] Even agencies that do have visibility into their printing costs can still benefit by consolidating the purchasing of printing equipment, supplies, and support through a single vendor, which is typically how MPS is engaged.

The HP three-part approach to MPS

The HP MPS offering is based on a proven, three-part approach. This approach supports each agency's requirements to provide and provision the right imaging and printing capabilities while expanding the utilization of those capabilities to further the agency's mission. It also manages deployment and provides ongoing maintenance.

The HP MPS engagement

HP Managed Print Services is a comprehensive suite of customizable solutions that span office, production, and commercial environments. Included are a range of leading-edge imaging and printing devices (HP and multivendor), network print management software, supplies (including paper), support, professional services, and document workflow solutions. Implementing HP MPS can help your agency achieve a cost-effective, secure, and highly flexible environment to manage the information that makes your organization run.

[9] **Source:** All Associates Group, "Enterprise Document Assessment Methodology" white paper, 2009.

Industry-leading network infrastructure management and asset management capabilities are the foundation of HP MPS. They enable remote and secure installation, configuration, maintenance, monitoring, and management of your imaging and printing environment. The overriding philosophy of HP MPS is to offer a scalable suite of services that can be tailored to your needs:

• **Assessment services** provide a structured and fact-based approach that defines and analyzes your current imaging and printing infrastructure and workflows. A range of assessment services are available to help you understand your current costs, usage patterns, equipment and user needs, security and environmental considerations, and potential total cost of ownership (TCO) reductions.

• **HP Strategy Consultation** is designed to help you turn key objectives into actionable goals. Whether you're focused upon reducing costs, improving quality, mitigating risks, conserving resources, increasing constituent satisfaction, managing assets—or a combination of these— HP can help you translate these strategies into a plan. Bring together departmental and operational leadership to identify, prioritize, and implement ground-level workflow initiatives to meet your organization's higher goals.

• **Financial and procurement services** help manage your printing environment so as to promote the lowest TCO—from planning and acquiring technology all the way to retiring and replacing it.

• **Transition and implementation services** are designed to help you see that the right equipment is installed—and that end users know how to use the devices. These services promote simplified implementation and user acceptance.

• **Management and support services** enable an ongoing return on investment (ROI) through improved fleet uptime and optimization, comprehensive support, and supplies management. Account delivery management provides a single point of contact and accountability as well as visibility into usage trends, capacity utilization, and expenditures for ongoing planning and management.

• **Document and workflow services** are designed to accelerate agency results by automating paper-intensive workflows and managing the underlying infrastructure that supports agency processes.

Why HP?

HP MPS is the right choice for government agencies because we're established leaders in imaging and printing, we're specialists in service delivery and management services, and we're experts in the realm of government IT.

A key issue in MPS is the core set of capabilities needed to actually deliver. HP is placed in the Leaders' Quadrant of Gartner's 2012 Magic Quadrant for Managed Print Services Worldwide.[10] HP MPS has also been positioned as a leader in the IDC "MarketScape: Worldwide Managed Print Services 2011 Hardcopy Vendor Analysis Study" for overall portfolio and strategic direction. According to IDC's study, HP's strength and key differentiators rest on the ability to deliver a broad range of HP and partner-enabled hardware and software solutions, including those that leverage HP innovations such as FutureSmart device firmware and Open Extensibility Platform (OXP) device architecture, as well as the HP Solutions Business Partner program. This portfolio includes solutions for specific vertical and business process document workflows.[11]

This degree of expertise is critical because MPS is, at its core, a managed service that provides all the disciplines, tools, measures, and processes needed to deliver a service, as opposed to technology alone. HP's approach to service management is based on the industry best practices of the IT Infrastructure Library version 3 (ITIL v3).

If you already use HP to provide other IT services, there will be an additional logic to going to HP for MPS: many synergies exist between the provisioning of MPS and the overall provisioning of infrastructure services. Thus, management of the printing environment has to be closely integrated with each part of the infrastructure: network, desktop, and data center. These synergies between MPS and infrastructure services apply not just in the operating phase, but in the transition to an MPS model as well.

[10] Gartner, Magic Quadrant for Managed Print Services, Worldwide, October 24, 2012, ID Number G00230374. Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

[11] **Source:** IDC, MarketScape: Worldwide Managed Print Services 2011 Hardcopy Vendor Analysis, by Holly Muscolino, IDC #232135, December 2011.

HP works hand in hand with government

HP has worked with essentially every type of government agency in the world, delivering substantial results in nearly every area of IT for 40 years. If HP hasn't worked specifically with your organization, we've provided services and solutions to an agency similar to yours.

Sample HP government engagements include:

- Providing IT services to citizens in 45 U.S. states, including election, retirement benefits, motor vehicles administration, and welfare services
- Delivering more than 28 million common access cards to the U.S. Department of Defense (DoD) and verifying eligibility for 35 million DoD beneficiaries
- Managing and securing the U.S. Navy Marine Corps Intranet—one of the world's largest and most secure intranets, with more than 700,000 active users
- Replacing 500-plus applications and 300 individual information systems in the UK Ministry of Defence (MoD) Defence Information Infrastructure with a single, secure, coherent information infrastructure—the largest information infrastructure project ever undertaken in Europe
- Helping governments achieve environmental leadership by reducing carbon emissions by more than five percent per year through efficiencies in print management, desktop management, and server virtualization
- Reducing operational costs and downtime, and improving reliability through multifunction, PIN-protected devices across multiple countries
- Providing single-vendor solutions in multi-agency and multi-country applications across Europe and the world—enabling more efficient function, standardized administration, and consistency in imaging and printing environments

Finally, HP is one of the leading providers of technology and IT services to government agencies. We have a track record of more than 40 years in helping governments serve people. HP's more than 200 public sector services clients cover all areas of government, including:

- Defense and national security
- Administration and finance
- Health and human services
- Public safety and justice
- Education
- Transportation

Moreover, HP's experience includes support for clients in many different areas of government and the public sector, ranging from federal, state, and local governments to multi-national alliances and not-for-profit organizations. Our unrivaled knowledge of the context in which government agencies operate—and of public sector IT infrastructure—makes HP the ideal partner for MPS.

To learn more, visit **hp.com/go/govworkflow**

Getting started

Find out how agencies like yours can benefit from HP Managed Print Services today. Contact your local HP representative to set up a discussion or a workshop to assess your organization's specific needs. We can help you establish a plan to implement the best solution for today—and well into your agency's future.

HP three-part approach

HP helps you better serve your constituents by accelerating results, improving the flow and use of information, and reducing costs. Working together, we assess, deploy, and manage your imaging and printing system—tailoring it for where and when work happens.

Optimize infrastructure

Balance your total digital and hard-copy communication costs with your need for convenient user access and productivity.

Manage environment

Maintain end-to-end visibility and control of devices, content and workflows.

Improve workflow

Capture, connect, and communicate information with smart process automation and dynamic content personalization.

Sign up for updates
hp.com/go/getupdated

Share with colleagues   Rate this document