

Autoliv ASP

Managed Print Services improves document workflow and business processing, reduces costs by half



“With HP consulting and solutions, we’ve come a long way in improving the way we print and manage documents.”

—Jeff Peterson, senior system engineer, Autoliv ASP

HP customer case study
HP Managed Print Services helps auto supplier move toward optimizing business workflows while improving quality and cutting costs

Industry
Automotive

Objective

Reduce imaging and printing costs while improving print capabilities and document workflows

Approach

An HP Managed Print Services (MPS) agreement that helps print management contribute to improved business processes

IT improvements

- HP Web Jetadmin software tracks device usage and status to provide data needed for effective print management
- Network appliance triggers automatic toner re-ordering, ensuring supplies are on hand when needed
- HP Virtual Print Center replaces use of outside resources for large volume, specialty printing
- Document management system facilitates faster, more efficient invoice processing

Business benefits

- Monthly print contract costs reduced by nearly half
- User-to-printer ratio increased from 3:1 to 12:1, or more
- Employees provided with faster, more reliable printing and copying
- Roughly two million documents electronically captured and distributed or stored via scan-to-email and scan-to-folder functionality on MFPs
- Savings of one-half FTE related to document management in Accounts Payable department



Printing and copying should be reliable, productive functions in any company. But, when Jeff Peterson joined Autoliv, that wasn't the case. The ubiquitous personal printers were slow and expensive to use. Copiers were old and unreliable, and added disproportionately to the company's overall costs. Every one of the company's manufacturing plants handled print management in its own way, and none of them did it very well.

In short, printing and copying wasn't helping the company. It was holding the company back. To move forward, Autoliv implemented new technology solutions to automate document workflows in its Accounts Payable department—eliminating manual data entry for every invoice—with plans to expand use of that solution moving forward. Paper documents are now scanned into a document management system where users can easily access them. Approvals are being transformed from paper processes to more streamlined electronic communications.

Customer solution at a glance

Application

General office printing, copying, scanning, faxing

Hardware

- HP LaserJet 9040 MFP
- HP LaserJet 4345 MFP
- HP Color LaserJet 4730 MFP
- HP LaserJet 3390 All-in-One Printer
- HP Color LaserJet 5550 Printer
- HP Color LaserJet 3800 Printer
- HP ScanJet 7000

Software

- HP Web Jetadmin

HP Services

- HP Managed Print Services
- Virtual Print Center

Peterson saw an opportunity to centralize print management, improve reliability and manageability of the printing fleet, and cut costs—all while enabling workflow improvements. In short, he sought to transform imaging and printing over time into a strategic advantage.

He began working with HP partner, Uinta Business Systems, to identify more efficient devices, as well as a new approach to managing the company's print needs. Not long after, Autoliv entered into a Managed Print Services (MPS) agreement with HP.

Now HP provides supplies, service and support for facilities across the company. Peterson's staff spends less time managing printing, and Autoliv is working to expand document workflow improvements. With standardization on HP printers and multifunction printers (MFPs), Autoliv's total print costs have been slashed by more than half.

"With HP consulting and solutions, we've come a long way in improving the way we print and manage documents. We have begun implementing a document workflow management system, standardized our printer devices, reduced the number of devices, and moved to the use of a single print driver," says Peterson, a senior system engineer. "Managing a print environment effectively is an ongoing process. With HP's help, we're getting better and better at it."

Printing was a low priority

Autoliv ASP is the U.S. subsidiary of Autoliv Inc, a Swedish company that designs and manufactures automotive safety restraint systems. The parent company is the global leader in its industry. Autoliv ASP in the United States manufactures airbag inflators, seatbelts, cushions, steering wheels, electronics, seat subsystems and other products. It also tests automotive safety products for vehicle manufacturers. The company operates some 18 plants in North and South America.

Like most companies, Autoliv ASP always concentrated on doing what it does best: designing and manufacturing automotive safety systems. But optimizing, managing, and improving imaging and printing was never a high priority. Managers didn't look at it as an opportunity to improve business and document workflow processes.

From optimization to improved document workflow

Peterson changed that. Working with Uinta and HP, his first steps were to modernize and optimize the printing fleet, consolidating it from more than 1,100 to fewer than 300 devices. "We cut our fleet dramatically. We got rid of everything that was obsolete," Peterson recalls.

All told, Autoliv reduced its monthly print costs by more than half. The savings may have been substantially more, but total print costs were not effectively tracked prior to MPS to precisely measure.

What may prove even more valuable in the long run, though, are document workflow improvements that are occurring at Autoliv, enabled by HP technology. At the simplest level, this means using HP MFPs and scanners to scan roughly two million paper documents per year, paving the way for electronic document workflow.

"At first we weren't necessarily looking for new capabilities; we just wanted devices to copy and print," Peterson recalls. "It was a bonus to learn we could scan documents to a network folder or directly to email. HP MPS is helping us to work smarter."

Peterson says documents that employees would copy and then physically mail to someone in the past are now just scanned and emailed. If employees want to save a document, they can save it electronically, where it's easier to find. "We're printing less and being more effective at our jobs," Peterson says.

After HP MFPs became firmly established, the company worked with HP to deploy a document workflow solution embedded into the Managed Print Services solution. Now HP MFPs are used to scan accounts payable documents (primarily invoices) into an electronic repository. Peterson estimates savings of 10 to 15 seconds in handling per invoice. And, over a six-month period, the system captured more than 28,000 invoices.

"Even small improvements in the way we handle documents add up to big benefits when you consider the amount of paper we have historically processed throughout the company," Peterson says. "When we began MPS with HP, we had no idea how beneficial the technology and management would turn out to be."

Autoliv employees access those documents electronically at any time, quickly and efficiently locating the information they need. Security has improved since only employees from the A/P function can access the documents. The company has saved roughly one-half FTE in staff time, which has been reallocated to the finance department.

But accounts payable is just the beginning. The system is beginning to be used for accounts receivable and human resource functions. In those cases, the electronic system will replace existing processes that are entirely paper-based, eliminating the need for multiple copies and manual filing and retrieval. In the future, it can be leveraged to streamline processing of a variety of other documents that are essential to Autoliv's daily functioning.

“Even small improvements in the way we handle documents add up to big benefits when you consider the amount of paper we have historically processed throughout the company. When we began MPS with HP, we had no idea how beneficial the technology and management would turn out to be.”

Jeff Peterson, senior system engineer, Autoliv ASP

Autoliv also benefits from automatic toner ordering. A remote monitoring appliance on the Autoliv network monitors toner levels in the printers. When toner is needed, the appliance automatically generates an order for a new cartridge, which is delivered directly to the facility where it's needed.

“We love the automated toner delivery, which we use at facilities throughout the United States. It's a lot more convenient, and we never have to worry about being out of toner,” says Peterson.

Finally, MPS gives Autoliv a global view of its print environment. HP Web Jetadmin software provides managers with access to a wide range of data and reports on each printer, from usage statistics to machine status. “Local support can pull up that information and push firmware out to keep the printers up to date. We do a much better job than we used to, with less time and effort,” Peterson says.

The company also gets quarterly reports and briefings on the status of its print fleet and its overall print volumes from HP. So Autoliv always knows precisely what it's spending on printing, and what it's getting for that money.

More capabilities, faster printing

In many locations, a single HP MFP has replaced a copier and multiple printers. Some employees complained at first that they needed a personal printer nearby. Peterson's answer: we're giving you something better. MFPs give employees better tools, faster printing and greater capacity.

“In some cases, employees were going from a four page-per-minute (ppm) personal device to a 35 ppm MFP. And the MFP produces better quality,” Peterson says.

Replacing a copier and multiple desktop printers with a single MFP has significant benefits. First, it helps employees find a more efficient way to do their work. For example, much of the copying workload in large organizations originates as electronic documents. Employees print documents first on their personal printers, then copy them. With efficient, high-volume MFPs, employees can move to a single-step printing process that is faster, less expensive, and produces better quality output.

Consolidating a copier and multiple printers on MFPs also lowers maintenance costs, since the company has only one device to maintain. That was particularly important to Autoliv, where some of the copiers were 10-12 years old. “We were spending a lot of money to maintain those copiers, and they still weren't very reliable,” Peterson recalls. The company is currently spending half the cost of the previous copier lease per month in the move from older copiers to HP MFPs.

Better use of IT staff time

HP Managed Print Services also frees Autoliv's own technicians from caring for printers, so they can concentrate on other tasks. “We used to do our own maintenance kits and perform repairs,” Peterson says. Now the HP Remote Monitoring Appliance, which is part of the Autoliv network, generates an electronic ticket indicating when a printer needs a maintenance kit, and that summons an HP technician.

Automatic toner ordering also frees up IT staff time, both by streamlining the ordering process and by eliminating downtime emergencies that occurred in the past when a fresh toner cartridge was needed but wasn't in stock.

“The HP Managed Print Services agreement saves us a lot of technician time,” Peterson adds. “We turn our attention to more important things.”

HP Virtual Print Center (VPC) extends managed solution

Years ago, Autoliv had an in-house central printing department to handle large print jobs internally. The company decided to close that center when the new printers were deployed, but that left a gap in print capabilities. Large volume and specialty print jobs had to be sent out to a commercial printer, usually at a higher cost.

Now Autoliv has a better solution: using the HP Virtual Print Center (VPC), an additional Managed Imaging and Printing Solution from HP that handles outside printing. The VPC is a turnkey pay-for-print service where employees can upload documents for printing. They are printed off-site and delivered to any Autoliv destination the next business day by FedEx®.

“The information we get from HP as part of MPS gives us the tools we need to keep reducing our costs, and improving the way we manage print.”

Jeff Peterson, senior system engineer, Autoliv ASP

The HP Virtual Print Center offers 24x7 access, document building capabilities, online proofing, printing, finishing and distribution. And because it is integrated with the MPS solution, Autoliv gets low enterprise printing rates and sees VPC jobs included in its quarterly reports on total print usage.

Autoliv expects to use the VPC primarily to produce training and marketing pieces. Documents that may be printed more than once can be stored and archived on a centralized content management site that captures all the necessary job parameters, from the exact way they were printed and finished, and to whom they were

delivered. Autoliv will be creating a “marketplace” where users in different company locations can access common documents for printing as needed.

“It’s a good solution for print needs that exceed what we can handle in-house,” Peterson says. “Virtual Print Center has the potential to save us money compared to using local print shops for this work, and to provide us with a more convenient, integrated solution.”

Building on past success

After four years with Managed Print Services at Autoliv, the company decided to renew its contract with HP. Peterson says the savings compared to Autoliv’s pre-MPS monthly printing costs are greater than ever. And HP’s maintenance and support are following suit.

“One of the great advantages of MPS is the HP technicians who keep the printers running optimally. They’re not just here if something breaks; they’re here to keep things running right. They really make a difference,” Peterson says.

The company is also encouraging greater use of duplex printing to save paper and reduce costs. With duplexing now up to nearly 6% of all printing, Autoliv is already saving more than \$7,300 in paper costs. That number could easily increase to more than \$31,000 if the company uses HP Web Jetadmin software to set its HP devices to default to duplex printing. Reduced paper usage also helps Autoliv cut its environmental impact.

Looking ahead, Peterson says the HP ePrint Enterprise solution is of interest to integrate printing from mobile devices. He also believes the company can consolidate its printing fleet even more, noting that some MFPs in Autoliv facilities are underutilized. “The information we get from HP as part of MPS gives us the tools we need to keep reducing our costs, and improving the way we manage print,” he says.

Get connected

hp.com/go/getconnected



Share with colleagues

© Copyright 2012 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.

4AA3-9385ENW, Created January 2012; Updated September 2012, Rev. 1

