

# Institute of Technology Carlow puts an end to print headaches with new Managed Print Service from HP



**“Our HP Managed Print Services contract has driven down the cost of printing hugely across the organisation. Cost per page is down and profitability is way up – all of which can be ploughed back into funding new services. It’s allowed us to fund projects we’d otherwise be unable to manage.”**

—Fergal Flanagan, ICT manager, Institute of Technology Carlow

**HP customer case study**  
HP Managed Print Service helps Irish education provider transform print outlook

**Industry**  
Education

## Objective

Reduce costs, optimise the print environment, create consistent performance and divert technical resource into more value-added services

## Approach

Following the successful trial of an HP Color LaserJet CM6040f MFP an open tender was created to supply a Managed Print Service solution. IT Carlow considered bids from 12 suppliers before selecting HP

## IT improvements

- Simplified management of print fleet across three campuses, freeing staff time and ensuring consistency of service
- Created a modern print fleet, improving performance and raising efficiency

## Business benefits

- Generated company-wide data on usage, creating awareness of waste and helping create print targets
- Cut print cost-per-page, delivering greater profitability and resulting in extra funds for new services
- Reduced storage requirement for print consumables from 15m<sup>2</sup> to 2-3m<sup>2</sup>, freeing valuable floor space



Founded in 1970, the Institute of Technology Carlow has grown to a student population close to 5,000 with a diverse portfolio of taught programmes to Level 9 (Masters) on the National Framework of Qualifications (NFQ), a growing research portfolio to doctoral level (Level 10 NFQ) in the Sciences and Technology, and an emerging taught and research platform in the Arts, Humanities and Social Sciences. The drivers for this are contained in the institute’s mission statement, which is a progressive expression of the prevailing ethos and academic synergy of a 21st century higher level educational institute, committed to the philosophy of lifelong learning and the full education of the whole person. Having acted as a catalyst for the generation of over 25,000 graduates to-date, IT Carlow’s current student diversity is reflected in its mix of traditional Leaving Certificate entrants, a growing European and International student body, an increasing proportion of mature learners, as well as a significant number of evening lifelong learners.

## Customer solution at a glance

### Hardware

- HP Color LaserJet CM6040f MFP

### HP services

- HP Managed Print Service

In the provision of its programmes and services, IT Carlow has significant educational and research partnerships and collaborations with national and international industries and higher educational institutions in Europe (approximately 58 European partner institutions across 16 countries), Asia and the US. For example; IT Carlow-accredited computing programmes are now being delivered in Henan University of Finance and Economics, PR China.

A broader initiative across the Irish education sector is to create shared services across local providers, including payroll, HR, finance and IT. As part of this, IT Carlow has implemented a Managed Print Service solution (MPS) from HP which is being fulfilled by local partner Datapac.

## Diverse kit, fraught management

“We’d managed our own MPS since 2000,” says Fergal Flanagan, ICT manager. “We bought the management software, bought and maintained all the devices, and all the consumables.”

The upshot was the institute’s print fleet had grown to include several brands and many different devices. There was no central view of performance and managing consumables was increasingly fraught. “We’re a high volume user of print, but the procurement of consumables, or anything in the public sector, is never straightforward,” says Flanagan. “The whole process was extremely labour intensive.”

To compound matters, printers and photocopiers were managed separately, resulting in an array of commercial contracts and mismatched equipment.

Having trialled the HP Color LaserJet CM6040f MFP Flanagan knew the solution would be to consolidate the fleet: “I was very impressed with it – the performance, the colour and mono option, the different paper sizes and the scan-to-email function. We knew it would make the end-user experience simple and effective, we just needed to reduce operation costs and manpower.”

## Single device, consistent service

Flanagan invited tenders to supply an MPS. Twelve companies responded; HP Color LaserJet CM6040f MFP devices were selected, supplied, managed and maintained by HP Partner, Datapac. It is a three-year contract with an option to extend to five. “We had no doubt about the quality of the HP printers and Datapac is a company we have done business with for a number of years. Datapac were previously our primary provider of print consumables,” says Flanagan.

The tender was issued in July 2011, by mid-September Datapac had installed 20 machines to service student printing. Datapac also integrated HP Universal Printing Driver and HP Web Jetadmin, providing Flanagan with an overview of the entire print capability. Within weeks Flanagan says he realised he could roll-out the MPS to cover staff printing. A further 25 multifunction machines were ordered and shared between departments.

“It’s gone like a dream,” says Flanagan. “We have a single HP device, there’s a Datapac delivery every day and we only need to fill up the paper. Printing isn’t an issue any more.”

Storage space needed for consumables has been cut from 15m<sup>2</sup> to 2-3m<sup>2</sup>, he says, and paper top-ups need only be done by level one service support. “We’re not wasting our technicians’ time having them deal with low level printer maintenance issues. They are now put to better use.”

Duplex printing and energy management offered by the new machines further reduce costs. Around 85 per cent of IT Carlow’s print fleet is now under the HP MPS and Flanagan hopes to reach 100 per cent by the end of 2012. “Having one device means we become better skilled at maintaining and optimising it,” he adds.

## Driving down the cost of printing

“It has driven down the cost of printing hugely, across the organisation. Cost per page is down and profitability is way up – all of which can be ploughed back into funding new services. It’s allowed us to fund projects we’d otherwise be unable to manage,” says Flanagan.

Having print usage data available for the first time promises greater transparency. Flanagan says staff and departments will be able to view usage rates; it is now possible to create penalties or incentives to encourage greater efficiency: “I can now charge departments for services rather than provide services for free without any responsibility for usage or waste. At the very least we could certainly show trends between different departments.

“I’m confident printing is a problem I can just park for the next three years,” he concludes. “I don’t have to think about it or re-tender it. It’s put to bed.”

## For more information

To read more about HP Managed Print Services solutions, go to [hp.com/go/mps](http://hp.com/go/mps)

**Datapac**

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