Fairchild Semiconductor

HP MPS serves as long-term strategic advisor, continually expanding solutions while lowering print costs

Industry
Manufacturing

Objective
Simplify print management, consolidate and reduce costs

Approach
Engage HP MPS as the single source for print management and multivendor service and support

IT matters
- Personal printers replaced by network printers and MFPs, remotely monitored
- Implementation of Equitrac solution increases security, reduces waste, produces accurate cost data for accounting processes
- Network scanning on MFPs enables centralized document storage and retrieval

Business matters
- Print management and service consolidated to single source with HP MPS
- Print environment reliability improved through HP MPS
- Per page color print costs reduced 60%
- Printer consolidation of nearly 90% in transition from desktop to workgroup printing
- Unclaimed printed pages eliminated through PIN identification printing

"We have a print environment that runs reliably. We review business data HP provides regularly, set ongoing improvement objectives and let HP handle the details. HP does it all and it just works."

– Tracy Tripp, systems administrator, Fairchild Semiconductor, Salt Lake City, Utah

Fairchild Semiconductor delivers energy-efficient, easy-to-use semiconductor solutions for power and mobile designs. Its Salt Lake City, Utah facility develops and manufactures functional power line products. The Managed Print Services (MPS) solution implemented with HP since 1995, demonstrates that managed print is a journey, not a destination. Fairchild and HP continue to build upon the capabilities and efficiencies of the print environment while lowering costs. Fairchild recently worked with HP to implement an Equitrac solution to increase print security, reduce waste and produce accurate printing cost data for accounting processes.

For the first several years of the HP MPS solution at Fairchild, the company continued to work with more than one MPS service provider to support its multifunction devices. That changed recently when Fairchild expanded the HP MPS agreement to cover all devices in the print environment.

"It just simplifies management of our whole environment," explains systems administrator, Tracy Tripp. "We have just one vendor to deal with—HP—even though we have additional types of hardware. When there's a service need, we have a single resource to call. I don't have to issue a new purchase order or jump through any hoops to get someone out here. It's a simple, straightforward process."

MPS begins with focus on consolidation, cost

Fairchild's Salt Lake City facility first turned to a MPS solution several years ago, after realizing the need to consolidate its print environment to drive down costs.

"At that point, everybody had a printer on their desk," recalls Tripp. "We just couldn't keep up with the need for supplies and maintenance, and there was a lot of potential for hidden costs, so we pushed for consolidation into workgroup environments."

Working with HP on recommended improvements, the facility consolidated the number of printers nearly 90% from 400 to approximately 40. Each of about a dozen workgroups was equipped with a combination of three networked devices: HP LaserJet and Color LaserJet printers, and a Kyocera multifunction printer.

The goals of the HP MPS solution at that point were twofold: to reduce costs, and to lift the burden of print management from the in-house IT department. The solution delivered on both objectives.

First, HP MPS simplified print management. The solution is responsible for providing supplies, routine maintenance and hardware support for all printers.

"HP delivers everything. Our employees don't have to worry about supplies or scheduling routine service," says Tripp. "HP just does it all. They have responsibility for keeping our print environment up and running."

"We have an environment that runs reliably, which is all we really care about. If there's a problem, HP fixes it."

– Tracy Tripp, systems administrator, Fairchild Semiconductor

HP MPS also reduced costs. Fairchild is billed on a cost-per-page basis for each page that employees print. Through consolidation of the print environment on workgroup printers and MFPs, the facility decreased its cost for color printed pages by 60%. The cost per monochrome page was also reduced. Print costs are consolidated under the MPS program, reducing the risk of individual users or departments hiding the costs of wasteful, inefficient or unneeded printers.

Improved reliability, user satisfaction

Since implementing HP MPS, reliability in Fairchild's printer fleet has improved significantly. "Reliability has been a huge factor for us. Other than toner changes, we just don't have a lot of downtime," reports Tripp.

Reliability is important to Fairchild. Because the company purchases its printers outright, printers have a long lifecycle. The initial MPS agreement specified a strict schedule for preventive maintenance. Over time, Fairchild and HP have made maintenance more flexible. "The key is that we have an environment that runs reliably, which is all we really care about," Tripp says. "If there's a problem, HP fixes it."

User satisfaction with the print environment has increased since HP MPS was implemented, too. "I think users like the workgroup environment. When they all had their own printers, it was difficult for us to keep up with service and supplies," says Tripp. "Now they have multiple print options and reliability has improved."

MPS consolidates printers nearly 90% and reduces costs

Equitrac solution advances workflow improvements

Having achieved the initial goals of cost reduction and simplification, Fairchild has turned its attention in recent years to improving their print environment in other ways.

With the most recent renewal of the HP MPS agreement, HP implemented Equitrac print management software on MFP devices. As an approved third-party solution in the MPS program, Equitrac provides multiple benefits: added security, the ability to implement a cost recovery system and waste reduction.

It improves security because users must be physically present at the MFP to release their print jobs through PIN identification. This feature reduces the risk of unclaimed confidential materials sitting at the printer.

The solution also reduces waste. If a user assigns a print job but doesn't go to the printer and release it with a PIN ID, nothing is actually printed. And since the MPS agreement is based on actual pages printed, eliminating unnecessary printing reduces Fairchild's costs.

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– Tracy Tripp, systems administrator, Fairchild Semiconductor

Finally, Equitrac enables cost control and recovery. The print management solution provides automatic, error-free accounting of document output by user and department. Fairchild has better insight into user and department print needs and costs that help determine appropriate accounting processes.

Another improvement is the move toward workflow improvements. The first priority is to automate scanning and electronic storage and retrieval of documents, rather than traditional paper processes. With the most recent MPS agreement, HP enhanced MFP capabilities to enable color scanning.

Customer at a glance

Hardware
• HP LaserJet printers
• HP Color LaserJet printers
• Kyocera multifunction printers

Software
• MPS data collection software
• HP Equitrac solution

HP services
• HP Managed Print Services

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"Our purchasing group scans all purchase orders and files them electronically, where they're kept for several years," Tripp explains.

HP MPS relationship delivers success

Tripp says the HP MPS solution at Fairchild is delivering on the promise of streamlined managed printing and has resulted in the cooperative relationship required for success.

"When we first launched this program, one of our primary goals was to hand off day-to-day responsibility for print management, but not to lose sight of it," she says. "That's exactly what HP gives us. We are provided with accurate data and ongoing updates through quarterly business reports and an annual review and analysis of the HP MPS program. That's everything we need and want.

"What we like the most about HP MPS is the very low maintenance for our team. We set up the program; we review business data regularly; set ongoing improvement objectives; and let HP handle the details. And it just works."

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