

Helping businesses deliver measurable results



Customer success stories for HP Managed Print Services

HP Managed Print Services is HP's most comprehensive print service, helping customers in a range of industries around the globe deliver measurable business results with fleet predictability, security, and scalability for an evolving workplace.



HP Managed Print Services (MPS) helps organisations understand the risks posed by unsecured printers and take steps to address those risks with guidance from HP Print Security Advisory Service. In addition to filling the gaps in print security strategies, these success stories show how HP MPS has helped organisations to optimise their print environment, reduce costs, and improve efficiency using HP solutions and services customised for their unique business requirements.

“HP has been tremendously flexible, supportive—and above all, a true technology collaborator.”

—Brian Fortney, Metlife assistant vice president of enterprise infrastructure operations

ISS

ISS is one of the world's largest facility services providers, offering a broad range of integrated facilities services including cleaning, property, catering, support, security, and facilities management to more than 200,000 customers. Their goal was to maximise their global business efficiency—and thereby deliver exceptional customer experiences—by aligning locally autonomous operations across Europe, Asia, the Americas, and the Pacific Rim with strong corporate governance policies established at the Denmark headquarters.

Solution

ISS turned to the technology expertise of HP for outsourced HP MPS and standardised computer devices with HP EliteBooks with AMD® PRO processors throughout its global operations. Together, HP and ISS showcase innovative ways to combine procurement and IT in ways that deepen the business relationship. The collaboration creates ongoing efficiencies that both simplify operations and enhance the customer experience.

Benefits

- ISS stands to reduce print costs up to a projected 30–35%¹
- Centralised strategy with global standards for MPS and computer devices simplifies operations and creates efficiencies
- HP MPS delivers global reach with local flexibility

- HP print assessment provides factual data to design optimal future state for print environment
- Regular print environment reporting conveys ongoing opportunities for additional optimisation and improvement

Sydney TAFE

Sydney TAFE is one of Australia's oldest and largest providers of vocational training, and print security is a high priority. Their print estate sits on a huge amount of user data and with a high turnover of students each year, Sydney TAFE didn't want to leave itself exposed to a theft of personal information or intellectual property. They turned to HP Print Security Advisory Service for help in developing a robust security roadmap.

Solution

HP took its print service to the next level, delivering a Print Security Advisory Service. A three-day risk assessment was carried out on the Sydney TAFE environment and a specific risk treatment plan was developed with a multi-stage approach.

Benefits

- Helps meet Australian Government Information Security requirements on data security
- Provides security across 1,000+ networked print devices
- Protects corporate reputation, with long-term security roadmap
- Identifies and plugs gaps in print security

“HP Print Security Advisory Service helped us extend security control seamlessly to print infrastructure and services. HP helped us understand risk relating to print fleet better and a security roadmap provided steps to address those risks.”

—John Myles, senior business applications technician, technology services, Sydney TAFE

Last year, duplex printing saved Principal one million pages of paper per month totaling more than \$30,000 in paper costs alone.

Organisations have turned to HP MPS for help with:

- Increasing global efficiency and standardising devices
- Improving security and mobility with services like HP Access Control and HP Capture and Route
- Meeting business and environmental goals while reducing costs
- Identifying risks and developing a security roadmap

Principal

Principal, headquartered in Des Moines, Iowa, is a leading global financial services company offering retirement solutions, insurance, and investment products. Five years after successfully implementing HP MPS, Principal is looking to build on the MPS foundation to help boost document security, reduce waste, simplify scanning, and facilitate the company's new office “blueprint” for the future.

Solution

Principal deployed HP Access Control (HP AC) and HP Capture and Route as part of its proven HP Managed Print Services solution.

Benefits

- Print jobs can be retrieved from the HP AC print queue through badge card authentication at any networked MFP throughout the company
- Print jobs that are not retrieved by users are erased from the print queue after 24 hours
- With simple badge authentication, document scans are routed to individual MySite personal Sharepoint® document folders
- HP Capture and Route supports the new office blueprint for office mobility and flexibility and reduces filing cabinet demands
- Personal financial proposals and confidential HR documents remain secure and print only with user authentication
- Employees can retrieve print jobs from any HP MFP in any Principal office, adding to their mobility
- Last year HP Solutions including HP AC and HP Capture and Route helped reduce year-over-year printing by more than 4 million pages over the previous year
- Duplex printing has more than doubled from 16% eight years ago to more than 32% today, saving the paper equivalent of 64 trees

MetLife

MetLife, Inc., is a leading global provider of insurance, annuities, and employee benefit programs. The company employs some 65,000 global employees operating in 50 countries worldwide. MetLife set new and substantial goals for the next phase of managed print services, including adding both colour capabilities and the availability of colour devices; increasing duplex printing; advancing printer consolidation, and strengthening security. In addition, MetLife wanted to lay the groundwork for individual job tracking; contribute to carbon footprint reductions; introduce mobile printing and reduce overall costs.

Solution

HP MPS was the full solution that enabled MetLife to move forward on every one of its goals, including enhancing efficiency, increasing employee productivity and satisfaction, strengthening information security, helping to reduce environmental impact, and streamlining costs.

Benefits

- Pull printing with HP AC enables convenience, security, individual job tracking options, and reduced waste
- Enterprise OfficeJet printers deliver quality colour at a fast speed and low cost
- Mobile printing is enabled
- HP MPS drives enhanced efficiencies
- Consolidation reduces the number of printers
- Automation increases duplex printing about 12%¹ and rising, resulting in paper savings
- Operations efficiencies are gained with broader technology collaboration

Take the next step

For more information on HP MPS, please visit hp.com/go/mps or contact your local HP representative.

Sign up for updates
hp.com/go/getupdated



Share with colleagues



Rate this document

1 HP Case Study, ISS: Driving simplicity, efficiency, and sustainability with HP, 2015.

AMD is a trademark of Advanced Micro Devices, Inc

HP Services are governed by the applicable HP terms and conditions of service provided or indicated to the Customer at the time of purchase. The Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with an HP product.

© Copyright 2017 HP 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.

