

Brochure

Improve customers' experience and save

HP Managed Print Services for the Financial Services & Insurance Industries



“The Principal now has a comprehensive understanding of our cost of printing with multifunction printers across the enterprise. We’ve taken significant steps to actively manage that cost. We also realize there’s still more we can do. That’s why we’ve chosen to work with HP.”

— Jan Blessum, assistant director of IT, The Principal Financial Group, Des Moines, Iowa

“Looking at our print infrastructure from a TCO (total cost of ownership) perspective, it became clear that we could reduce costs, improve productivity and reduce environmental impact with HP Managed Print Services.”

— Deep Sheri, director of business management for global infrastructure, RBC Capital Markets, New York, N.Y.

“We chose HP Managed Print Services for the advantages of HP service and maintenance; reliable Original HP Supplies; and support to make optimal, data-driven management decisions.”

— Randy Hunter, senior IT director, America First Credit Union, Riverdale, Utah

Optimize your infrastructure, manage your environment, improve your workflow

In an ongoing quest to streamline your operations and drive down costs, you might be surprised by the savings and greater competitive advantage you can achieve with a fully optimized and well-managed printing and imaging environment. In fact, studies have shown that managing your fleet holistically can save you upwards of 30% on your printing costs. And the savings increase exponentially when the scope of work includes automating your paper-intensive workflows. This is what HP Managed Print Services (MPS) is all about, and why HP has been recognized as a leader in the field by the industry’s most respected analysts. So, whether you’re interested in reducing environmental waste, increasing productivity while lowering overall costs, or freeing up capital to drive innovation, there’s proven value in outsourcing the management of all or part of your print environment to an established partner: HP.

Achieve a flexible, secure print environment—and save costs

HP Managed Print Services is a comprehensive suite of customizable solutions that span office, production, and commercial environments. It offers you 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. Through HP MPS, you can achieve a cost-effective, secure, and highly flexible environment that manages all the information that makes your business run—whether your employees are in the office, at home, or on the go.

HP MPS enables you to manage your imaging and printing assets as a business-investment rather than as a technology cost center. Through analytics and insights, we proactively help you gain greater visibility into your usage patterns and needs—and help you plan for ongoing improvements. HP also tailors solutions for your industry specific requirements.

HP print infrastructure maximizes efficiency, cuts costs

Based in Riverdale, Utah, America First is Utah’s largest credit union, with 100-plus branches, approximately 2,200 employees and just over a half-million members. Its print platform is highly efficient; with HP assistance, the organization some time ago consolidated to eliminate virtually all single-function machines in favor of multifunction departmental devices. Recently, it consulted with HP to replace costly, failure-prone analog fax lines with RightFax. Integrated with the HP multifunction printer infrastructure, the solution cut fax-line costs \$2,500 a month and reduced fax-related service calls by more than 50%.¹

MPS that is scalable and tailored to your needs

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, indicated below, that can be tailored to your needs.

- **Assessment services**

Help you gain visibility into your current usage and uncover hidden costs as you develop a business case for change

- **Financial and procurement services**

Assist you with options as you plan, acquire, retire, and replace your assets to help you achieve a low TCO

- **Transition and implementation services**

Help to ensure that the right equipment is installed in the appropriate location and that your end users know how to make the most of these capabilities

- **Management and support services**

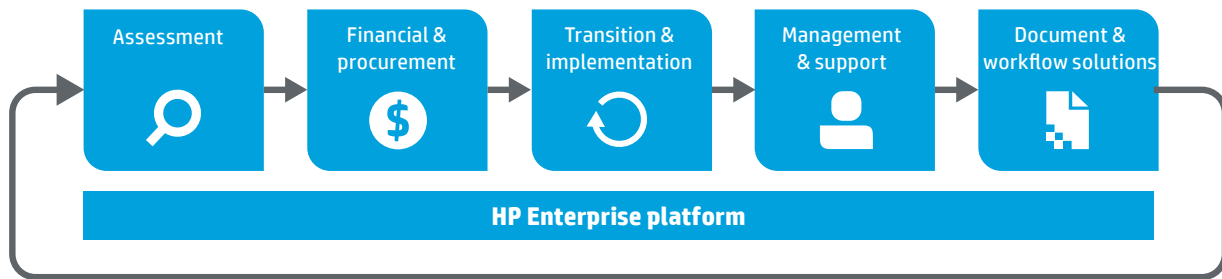
Deliver proactive support to ensure an ongoing return on investment through fleet optimization, maintenance, supplies management, and greater visibility into usage trends, capacity, and expenditures

- **Document and workflow services**

Designed to accelerate business results by automating paper intensive workflows and managing the underlying infrastructure that supports our processes

¹ Fax line and service call cost reductions specific to customer. Results may vary.

HP Managed Print Services offers flexible imaging and printing services that enable organizations to adapt quickly to ever-evolving business and technology environments.



“Most providers can fix hardware; very few can enable us to run our business. HP capabilities are essential to succeeding in any Managed Print outsourcing services.”

– Abby Hossein, Chief Technology Officer, Mercury Insurance Group, Los Angeles, Calif.

Analysts position HP as an industry leader in MPS

HP has been recognized as a leader in managed print services for years. Our investments in innovative technologies, infrastructure, and partnerships have been recognized by respected third-party analysts, including:

- Gartner placed HP in its Leaders Quadrant for MPS²
- IDC ranked HP MPS as a market leader³
- Forrester Research Inc. acknowledged HP as an MPS leader⁴
- Quocirca positioned HP as a leader⁵

The real winners, though, are the hundreds of HP customers who have lowered their imaging and printing costs and re-invested the savings to fuel innovation and growth.

As Gartner says, “Although most organizations could, in principle, manage their own office print actively and effectively, in reality, many lack the time, the staff, the experience, the tools, and the focus, and they simply will not do it on their own. Organizations that manage their printer, copier, and fax fleets can save between 10% and 30% of their print costs.”² 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

HP print expertise delivers

When The Principal Financial Group decided to centralize responsibility for PC print services, Jan Blessum, the assistant director of IT who became the service owner for PC print, realized it was time to make some significant changes.

“We had way too many small workgroup and personal printers, an extremely high printer-to-employee ratio, and service from our vendor was far below the standard we wanted,” she acknowledges. And without a centralized approach, it was impossible for the company to get a true picture of its costs and printer use. The Principal set out to identify and implement a comprehensive solution. It chose HP Managed Print Services (MPS).

Three years into its MPS contract, the company had achieved real improvements. Its printer-to-employee ratio was trimmed nearly in half, savings of some \$1.3 million from printer optimization was realized, and paper- and energy-saving measures were implemented to provide both environmental and financial benefits. Based on those successes, it renewed the HP contract, negotiating even deeper savings in its cost per page going forward.

“We were originally drawn to HP because it offered a comprehensive support model to increase efficiency and improve service,” Blessum notes. “That outcome was delivered.”

²“Magic Quadrant for Managed Print Services, Worldwide,” Gartner, Inc., October 21, 2013. 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.

³“IDC MarketScape: Worldwide Managed Print and Document Services 2013 Hardcopy Vendor Analysis,” International Data Corporation (IDC), July 2013.

⁴Forrester Research Inc., The Forrester Wave™: Managed Print Services, Q2 2012, Craig Le Claire, May 10, 2012, 60769

⁵Quocirca, Vendor Landscape: Managed Print Services, Louella Fernandes, May 2013.

⁶MPS and BPS Contract Savings and Impact on Print, #236598, August 2012.

Why HP MPS?

If your imaging and printing infrastructure consists of too much equipment and too many systems scattered over disparate locations, you're not alone. Yet such an inflexible environment can place unnecessary stress on your resources and budget. What's more, lack of control over your data and documents can negatively impact security, compliance, and most importantly service to your customers.

Through HP Managed Print Services, organizations like yours are strengthening their competitive position by increasing productivity, enhancing security, improving environmental stewardship, lowering operational costs, and re-investing for future growth. They are turning their imaging and printing assets into a business advantage.

We invite you to partner with HP—an industry-recognized global MPS leader—to streamline the flow of documents and information that drive your business. By choosing HP, you can count on:

Complete solutions

With end-to-end solutions and services, HP works with you to identify and address your specific needs today and into the future.

Unsurpassed expertise

HP has more than 25 years of experience with imaging and printing in enterprise environments.

Global reach

With IT professionals in 170 countries, HP has the resources to address your organization's needs around the world.

Industry leadership

HP is recognized as a global leader in imaging and printing, an industry leader in network and infrastructure management, and an organization with a strong commitment to environmental sustainability.

Get started

Contact your local HP representative to:

- Set up a workshop with us to assess your specific business needs
- Establish a plan to implement the best solution for today and into the future
- Identify an effective approach that can help you meet your business goals

Learn more at

hp.com/go/mps
hp.com/go/fsiworkflow

HP three-part approach

HP works with you to assess, deploy and manage an imaging and printing environment tailored to meet your business needs, while helping you reduce costs, conserve resources and simplify document-intensive processes.

Optimize infrastructure

HP can help you achieve a balance between your total cost of printing and your needs for user convenience and productivity.

Manage environment

Working together, HP can help you maintain your optimized infrastructure while improving business efficiency and tightening security.

Improve workflow

By streamlining your document-intensive processes, HP can help you deliver a more efficient environment for capturing, managing, and sharing information.

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