

Case study

ABM Federal

HP Partner leverages HP tools for MPS at EPA



Industry

Information Technology

Objective

Provide U.S. Environmental Protection Agency with enterprise-wide managed printing to add efficiencies and reduce waste

Approach

Leverage ABM Federal, an HP “Managed Print Advanced Specialist” partner, to conduct comprehensive site assessment, then integrate management tools, software options and efficient print devices / fleet design.

IT matters

- Immediately reduced number of devices 10%; eliminated desktop printers (Phase 1)
- Automated device management, secure alerting for proactive response
- Substantially reduced helpdesk intervention for productive reinvestment of IT time

Business matters

- Consolidated copy center, printer service and supplies under one contract / program
- Reduced paper, energy, consumables waste
- Improved budget accounting with visibility into print environment



“The combination of ABM tools and expertise coupled with HP printers and software enabled the EPA to cut waste, strengthen security, and increase efficiency in its Denver-based region.”

– Brook Ambos, program manager, ABM Federal MPS



ABM Federal, headquartered in Chesterfield, Missouri, has specialized in providing business technology products to the U.S. government since 1978. One of its clients, the U.S. Environmental Protection Agency (EPA), aimed to increase efficiency and reduce waste by consolidating print devices and overall office printing. ABM Federal is an HP Managed Print Advanced Specialist partner and provided the EPA with a managed print solution leveraging HP software, management tools, and printers.

ABM Federal's managed print services (MPS) provides customers—from the departmental level to the Fortune 100 enterprise—with complete print, copy, and scanning resources. Since its inception in 1970, the EPA has worked for a cleaner, healthier environment for the American people. Recently, the EPA engaged ABM Federal to support its internal Waste Reduction Campaign to consolidate print devices and overall printing by a minimum of 15% at its Region 8 office in Denver, Colorado.

"2015 will be a pivotal year when federal agencies embrace enterprise-wide print fleet management ... driven by tightening budgets and growing confidence in the security and remarkable ROI delivered by top-tier MPS and workflow solutions specialists," says Steve Nuelle, president of ABM Federal.

EPA goals

The EPA set new goals to improve print performance, security and management. The Region 8 office was dissatisfied with the services of a previous vendor after problems including poor response time, poor printer performance, and increasing print output costs. In addition, the EPA wanted to improve print security, automate fleet management, and remove the daily burden of supplies replenishment and service issues from its IT staff. To these ends the EPA Denver Team chose ABM Federal, an HP Managed Print Advanced Specialist partner, as a supplier bringing critical organizational skills and project management experience, as well as deep knowledge of printing and the agency's business dynamics.

"Before ABM Federal deployed their Managed Print Services, we had a very manual process for maintaining security settings, applying standard configuration templates, placing service calls, and ordering supplies," says Gina Mays, management analyst at the Information Systems Program at EPA Region 8. "The automation that the ABM team has implemented has been a huge benefit in freeing up my time for other IT operational tasks."

Lifecycle management implemented

ABM Federal began by assessing EPA Region 8's current print infrastructure and workflow. Its goals during this phase were to catalog and map all output devices; collect usage information; understand current service levels; and understand current IT involvement and

desired future state. ABM Federal consulted with the EPA R-8 IT Systems Group on challenges they faced, and how to improve operations and productivity in those areas. ABM Federal consultants physically walked each floor and mapped all device locations, noting information about space restrictions. They used a Print Asset Management Application to generate floor maps, which, along with data collected from the devices and EPA employee input, guided the plan for a recommended state.

"The key to a good assessment is good data," says Brook Ambos, program manager of ABM Federal MPS. "Using our data collection tools, we were able to catalog all devices within the output fleet, collect usage information, determine device engine life, understand current service shortfalls, understand current IT involvement and interview key stakeholders to fully realize how the current fleet is used. The resulting solution included taking on management of the current printer fleet and device redistribution for right-sizing."

"As an ISO, I welcome an automated methodology for ensuring our environment is secure and having the ability to report this compliance. The tools that ABM Federal uses to apply secure device settings and service the fleet has been a welcome improvement for our print and MFP management."

— Rudy Martinez, information security officer, Information Systems Program, EPA Reg 8

A tremendous amount of metadata now was available about the print assets, including the device model; average monthly volume; and remaining lifecycle percentages (based on manufacturer information). All this contributed to ABM Federal's lifecycle management solution. Average monthly volume data guided placement of print devices in optimal locations based on usage. Lifecycle percentages guided both where a device should be placed and when it should be refreshed. "In general, if the lifecycle is over 150%, service calls tend to increase," Ambos explains. "We review this data over the life of the contract and provide forward-looking budget forecasts for device replacement."

Customer at a glance

Application

Office printing

Hardware

- HP LaserJet Enterprise M4555fskm MFP
- HP LaserJet Enterprise 700 color MFP M775 Series

Software

- HP Web Jetadmin
- Data Collection software

HP services

- Managed Print Services through HP Managed Print Advanced Specialist partner ABM Federal

Delivering efficient, manageable infrastructure

HP software and printers were essential to ABM Federal's MPS solution for the EPA. HP Web Jetadmin provided a simple, web-based interface to install, configure, troubleshoot, and manage network printers. ABM Federal used the software's configuration templates to standardize and automate device settings—such as defaulting to duplex to save paper. Proactive fleet management through best-practice use of HP Web Jetadmin is reducing helpdesk interventions and increasing IT productivity.

“Using HP solutions along with ABM Federal resources and expertise, were able to bring the entire EPA Region 8 print infrastructure in line with a more efficient and productive print strategy.”

— Brook Ambros, program manager,
ABM Federal MPS

To work within budget constraints, the EPA chose a phased approach to achieving the recommended print infrastructure. In Phase 1, ABM Federal redistributed some existing printers and replaced 23 that were past engine-life recommendations and life expectancy. In doing so, it standardized on two primary HP LaserJet Enterprise MFPs, one of which offered color printing.

The LaserJet MFP printers selected are high-volume devices featuring fast copy and print, advanced security features, and easy-to-integrate extensibility of workgroup

capabilities. The consolidation of color devices reduced the EPA office's overall color usage while making color printing available where needed. Both the HP LaserJet models chosen are ENERGY STAR® qualified, enabling the EPA to support its commitment to the environment. To reduce paper waste and strengthen security, the agency enabled PIN printing features of the MFP devices. Users enter a secure PIN to confirm output of a print job that is quickly and securely printed right at their fingertips.

EPA increases efficiency, cuts waste

Working with ABM Federal, EPA Region 8 successfully consolidated its copy center, printer service and support, and consumables under one program. It reduced the number of print devices by 10% in Phase 1 alone, and eliminated desktop printers in favor of more-efficient workgroup devices. Remote monitoring enables proactive response to supplies and service needs, while the ability to track true print environment expenditures in detail improves budget accounting. A reduced need for printer helpdesk intervention has allowed the agency to reinvest that time toward IT demands that provide an overall greater value. Finally, true to the EPA's environmental mission, energy-efficient devices and duplex and PIN printing reduce waste in paper, energy, and consumables.

“ABM's methodology and efficient processes have been the key elements in the successful implementation of Managed Print Services at EPA Region 8,” says Don Serina, director, Information Systems Program, EPA Region 8.

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