

# Enhance productivity, reduce costs



Ease your paper pain with [HP Workflow Discovery for Retail](#)



## What if you could...

- Learn how process changes will affect all stakeholders?
- Discover how imaging and printing technology can improve process efficiency?
- Reduce the cost of managing your ever-increasing amount of information?

Retailers today face serious challenges—fast-changing technology and consumer expectations have put a new twist on the golden rule of retail: Not only are your customer always right, they are often more informed, too. To compete, you must run more efficiently, be lean, innovative, and agile. You're probably considering every alternative to help your organization stay competitive. Looking at how your organization manages its paper-based processes should be at the top of the list of ways to reduce costs, improve productivity, address regulatory compliance guidelines, and improve operational efficiencies.

## Moving to a more efficient operation

Today's consumers research products, prices, and options online before they ever set foot in a store. They expect a highly-integrated, personalized, convenient shopping experience—whether they're in the store, online, or on the phone. And many shoppers carry mobile devices that empower them to comparison shop right at the shelf.

In order to thrive as well as survive, you need information technology that equips your retail operations to meet consumers' increasingly sophisticated demands.

## The right information at the right time and place

HP has developed innovative solutions that give retailers around the world the opportunity to achieve process efficiencies, tangible cost savings, and improved time to revenue. HP offers a wide range of printing and personal systems solutions specifically designed for the retail industry. These can help you get the most of your printing and copying infrastructure, manage that environment, and digitize and streamline your document-intensive processes—which helps you to improve your workflows, whether for a multinational chain, a local shop, or every operation in between.

An HP Workflow Discovery analysis can help you streamline key business processes and help your organization stay on track. This consultation leads to the discovery and improvement of your traditional paper-based processes and workflows, which can help save your organization time and money, improve your competitive position, and ultimately create a more efficient retail operation.

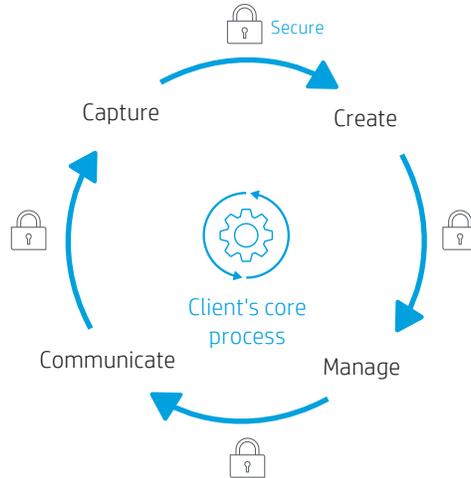
## HP Managed Services harness the power of information

### Collect and digitize information

Capture structured and unstructured documents, paper and electronic documents and forms (invoices, time cards, incident reports...)

### Automate content creation, deliver via multiple channels, gain client insight

Distribute multichannel communications (personalized offers, on-demand printing...)



### Create record, automate documents

Manage the document and information, archive, classify, search (purchase orders, delivery dockets, stock records...)

### Integrate, manage, retain

Retain the information, records management, audit and information access (purchase orders, HR records, refunds and returns...)

## How it works

HP Workflow Discovery is a consultation that evaluates your paper and document-intensive processes, identifies inefficiencies, and then offers solutions to fine-tune the process. Through the application of digitization and printing workflow analyses, HP can show you how technology and associated software and services can help you find ways to cut the waste out of paper-intensive processes and continually improve and manage the underlying infrastructure.

As part of document process improvement, for example, HP can provide solutions that leverage multifunction printer (MFP) capabilities, such as scanning to an Enterprise Content Management (ECM) system or Human Resource Information System (HRIS), and using eFax features, which enable your MFPs to act as on- and off-ramps for an enterprise-wide LANfax solution. HP Workflow Discovery can also help determine strategies to reduce the volume of document output altogether, help you to optimize printing documents where and when you need them, improve security, meet privacy and auditing regulations, and eliminate unnecessary printing. Furthermore, the advantage of converting documents into digital data means you won't need to depend on traditional hard copy versions, getting the right information to the right place at the right time in the right format—which can translate to accelerating revenue realization. Although results may vary, leveraging HP best practices and expertise drives significant cost savings by helping you create an integrated, end-to-end content management strategy.

## Follow the paper “pain”

Workflows involving paper are still extremely prevalent for many reasons: legacy processes, regulatory compliance, requirements for signatures and offline usage, and external communications can still be paper-heavy processes. That is why retailers around the globe who are implementing ECM solutions are also investigating the capture and integration of unstructured data along with ways to automate and streamline these workflows.

If you can relate to pain points, such as mountains of paper records, data entry errors, and wasted time and redundant resources that can be traced to manual, paper processes—then a workflow discovery is in order.

### Staying focused

Your business has key organizational objectives. Goals can include reducing costs, improving productivity, mitigating risks, conserving resources, and managing capital and assets. These objectives represent the organization at a strategic level, but how can your organization identify, prioritize, and implement ground-level workflow initiatives to meet these goals?

Often these goals and objectives are diluted or changed as they evolve into tactical initiatives executed at the ground level—or worse, no action is taken at all. Your challenge, then, is to manage and turn these goals into projects that not only reduce costs and improve workflows, but also take into consideration the top priorities of your organization.

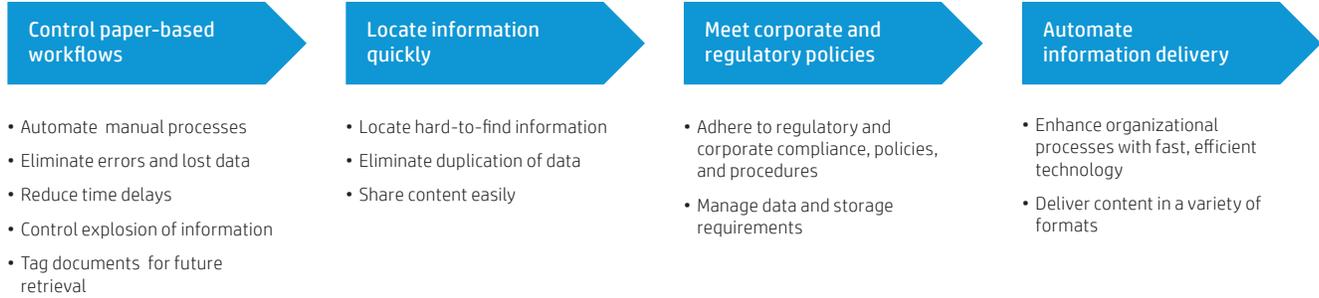
### The only constant is change

A barrage of external factors can force your organization to shuffle, modify, or completely change its high-level objectives. Whether

these changes are due to the economy, regulatory compliance, technology innovations, or competitor actions, your organization must remain agile and adaptive to change, and so must its infrastructure.

The smooth running of any organization relies on the seamless flow of critical information, automatically routed to where it needs to be at any given point. With HP Workflow Solutions, you can automate these paper-intensive workflows. This can mean lower costs, a reduced administrative burden, and less scope for human error. And because of close collaboration with leading solutions providers, you can be confident that HP Workflow Solutions can integrate seamlessly with your back-end systems. By shifting paper-based processes to electronic workflows, your organization can have the capability to save money in today's market and gain the flexibility to adapt to process change in the future.

## HP can help you eliminate manual, paper-based workflows



### HP helps you understand the strengths and weaknesses of your organization's workflows.

## HP Workflow Discovery

HP Workflow Discovery is a set of modular services that can help your organization increase productivity, reduce costs, mitigate risks, conserve resources, and reap the benefits that imaging and printing workflow improvements offer.

HP Workflow Discovery consists of modular offerings, including:

- Discovery sessions
- Workshops
- Assessments

### Discovery sessions

Discovery sessions help you identify key organizational initiatives and goals, external and internal factors, as well as the resources responsible for each particular area.

HP gathers this information to identify all stakeholders in imaging and printing workflow improvements.

Discovery sessions may range in scope from organization-wide to operational and clinical environments and HP typically conducts these sessions via teleconference and customer visits. If all stakeholders, initiatives, and business goals have already been identified and agreed upon, you may skip the discovery sessions and move directly into a workshop.

### Workshops

Workshops can help you identify and plan the processes HP will evaluate. During this meeting, HP meets with the relevant stakeholders identified within your organization, and facilitates a data-gathering process and discussion to determine appropriate imaging and printing initiatives. HP begins the workshop process with pre-workshop interviews and surveys of stakeholders to prepare for the on-site portion. Stakeholders involved are typically heads of targeted departments, such as Finance & Administration, Retail Operations, Customer Services, HR/Payroll, Shipping &

Receiving, etc. Workshops are typically one-half to one day in length, and yield five to eight initiatives targeted for improvement.

### Assessments

The HP assessment methodology uses proven techniques to analyze workflows within the imaging and printing environment—providing your organization with visibility into its current processes and costs, as well as an understanding of its strengths, weaknesses, and capabilities to integrate directly with the ECM system. HP assessments adhere to the HP Lean Sigma methodology, a process that verifies that the analysis will follow strict HP guidelines for an efficient data-collection process.

Next, HP retail industry consultants arrive onsite to observe your organization's workflow processes in action. HP will not interrupt the process, but will actively document the steps of the process as they occur. During the on-site visit, HP will also conduct interviews or workshops with select end users to more thoroughly detail the workflow and to better understand an end users' roles and thoughts regarding the process. The interviews or workshops will be both in groups and one-on-one. After thoroughly understanding the "as is" state of the workflow, HP will apply both industry and HP best practices and experience to provide a specific set of recommendations that your organization can use to improve the process. HP will then present the findings and recommendations to your organization during an on-site presentation to be attended by your stakeholders. You'll also receive a report that documents the entire assessment.

## Gain true value by harnessing workflows

HP Workflow Discovery will give your retail organization powerful information to improve your administrative, accounts payable, HR and payroll, and shipping and receiving processes. You'll be able to identify the impact of the process changes on all stakeholders, measure the costs, and learn how imaging and printing technology can help improve workflow processes, employee productivity, and ultimately, operational efficiency.

HP Information Workflow Solutions focus on enabling real-time information sharing. In this digital, information-driven climate, you need technologies that help you speed innovation, make processes work more efficiently, protect confidential information, and communicate more effectively with your customers. HP can bring together all the components of an end-to-end information management ecosystem that span from the desktop to the corporate data center. In addition to imaging and printing products, services, and solutions, HP offers clients, servers, storage systems, and software components—for a complete information management solution.

## Why HP?

For more than 50 years, HP has been partnering with leading retailers, supplying the technical expertise and business savvy required to position these companies at the forefront of their industry. Today, industry analysts rank HP as a leading provider of information technology and services to the retail industry. In fact, 5 of the top 10 retailers are HP Managed Print Services clients.<sup>1</sup>

HP also provides a wide range of products and services to the industry that help our clients reach their goals, from mission-critical processing to best-in-class testing, monitoring, security, and analytics—along with the infrastructure that supports it.

We will take the time to understand your specific needs and create a plan to help optimize your fleet, ensure data and document security, and manage your evolving workplace.

## Get started

Contact your local HP representative to:

- Set up a workshop to assess your specific business needs.
- Establish a plan to implement the best solution for today and into the future.
- Identify an environmental approach that can help your organization save money.

## Learn more

[hp.com/go/mdiworkflow](http://hp.com/go/mdiworkflow)

<sup>1</sup> Based on data from the 2016 Fortune Global 500.

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