Case study

California Department of Corrections and Rehabilitation

Corrections system cuts costs, energy consumption with HP MPS

Industry
State Government

Objective
Reduce power usage by 20% to 30%; reduce costs

Approach
Engage HP Managed Print Services

IT matters
• Reduce number of devices by 73%

• Transition from single-function to multifunction devices

• Gather network data on printer usage, supplies needs

• Deploy digital productivity features, PIN security

• Automate supplies ordering for just-in-time delivery

Business matters
• Reduce print costs by 52%

• Reduce energy costs by some 40%

• Strengthen enterprise security

• Increase employee productivity

• Help eliminate waste

"With HP MPS, we consolidate devices, gain new productivity features, automate supplies delivery, and achieve deployment visibility—all while reducing costs, energy consumption and the maintenance burden on IT staff."

– Devin Holmes, section chief, Enterprise Information Services, CDCR

The California Department of Corrections and Rehabilitation (CDCR) operates one of the world's largest correctional systems, managing more than 130,000 inmates—most housed in 34 state prisons. CDCR also includes a parole division, along with rehabilitative, legal and health care services, and business operations from accounting to human resources. A California law adopted in 2011 requires state IT operations to reduce power consumption by 20% to 30%. CDCR also established goals to reduce costs. HP Managed Print Services (MPS) helps CDCR achieve these goals.

CDCR prints massive amounts of material every day. For example, the department's transportation unit moves up to 900 inmates a day and relies on printed schedules of buses and passengers. A corrections counselor will hand a teacher a printed evaluation of the skills an inmate needs to learn. Staff prints out the list of inmates scheduled for release each day. Most of CDCR's printing is general office, but some departments have unique needs, such as the large-format printers used by facilities management, or the mobile printers used by attorneys who spend their days traveling to and from court. Each of these tasks using printed materials is vital.

"Public safety, public service. Everything revolves around that," says Devin Holmes, section chief over customer service and field operations within CDCR Enterprise Information Services (EIS). "When you look at the range of ways that our staff use printing, you see how critical that infrastructure is to CDCR."

Consolidation, visibility of devices

Before CDCR moved to HP MPS, each program ordered its own print devices and supplies. This led to a proliferation of single-use devices and warehouses full of both original and remanufactured toner. The result, which is familiar to many businesses today, included toner supplies left on shelves long after a printer or device was gone. Shelves of inventory may actually be obsolete, while heavily-used devices may have no replacements ordered or on hand. With many programs ordering devices, there was no overall view of what exactly was installed throughout the department.

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"You could walk into somebody's office and see a scanner, a fax machine, a printer, and a copier sitting side by side," Holmes recalls. "Because they were all locally attached rather than on a network, there was no visibility into printer usage or toner levels. Our ability to manage assets was very limited." CDCR had approximately 9000 printers statewide, and 19,000 to 20,000 total machines, counting other single-use devices. The goal is to pare that number down to approximately 3000 Multi-Function Printers (MFPs).

"We wanted to consolidate those standalone, single-function devices into a small, standardized list of multifunction, networked, energy-efficient printers. Moving to HP MPS could help achieve that while reducing support and administrative overhead."

— Heidi Perris, Sacramento regional manager for customer service, enterprise manager of print services, CDCR

"We had hundreds of different models, about 95% standalone and some 80% of them more than five years old," says Heidi Perris, the CDCR Sacramento regional manager for customer service and enterprise manager of print services. "You look at the toner that is being ordered and stored for all those models, as well as the IT time and skill it takes to maintain them. We wanted to consolidate those standalone, single-function devices into a small, standardized list of multifunction, networked, energy-efficient printers. Moving to HP MPS could achieve that while reducing support and administrative overhead."

HP MPS pilots expand

CDCR started with pilots of HP MPS at two EIS office sites. The state then put out a managed print Request for Offer (RFO) to multiple vendors. HP met all the RFO criteria, which included a "managed as is" requirement to include newer existing devices from multiple vendors. "We wanted to make sure we incorporated printers already deployed to realize the full value of newer devices," Holmes says. Under the initial RFO, CDCR extended HP MPS to two additional sites: California State Prison, Sacramento (CSP-SAC) and the Accounting Management Branch (AMB).

Customer at a glance

Application
State government printing for general office and facilities-management throughout CDCR

Hardware
• HP LaserJet printers
• HP Color LaserJet printers
• HP Officejet Pro 8610 e-All-in-One Printer
• HP Officejet 150 Mobile All-in-One Printer
• HP Designjet large-format printers

HP services
• HP Managed Print Services

HP MPS combines hardware, software, and services to help organizations manage, optimize and improve printing and digital workflows. CDCR is applying HP MPS in a three-stage process: initial discovery; design review; and implementation. Initial discovery includes an on-site assessment of the existing print environment. HP then creates a floor map of the recommended future layout. During design review, CDCR IT staff meet with decision makers in each affected program to discuss whether the recommended deployment meets current and future workflow needs. After requested adjustments are made and approval is confirmed, they move to implementation.

CDCR consolidated the range of models serviced from hundreds down to 15, covering the full range of enterprise requirements. Standard options include both mono and color printers; small workgroup devices and high-capacity machines with stapling, collating, and three-hole-punch finishing; mobile printers; and large-format printers for printing facility design documents.

"The broad product portfolio from HP hits all the printer categories we need," Perris says. "That also helps with user familiarity; employees can walk up to any device and simply use it, because all the interfaces are standardized. CDCR employees tell us they like the availability and reliability of the devices, and the efficiency of new features such as scan-to-email and scan-to-folder. They also like PIN printing, because they don't have to sprint to the printer every time they print a confidential document. This also strengthens enterprise security, because a print job isn't released until the user enters their PIN at the device."

Gone are the toner stockpiles, along with the capital requirements and associated warehouse space. Now HP receives automated alerts when devices run low, and delivers replacement supplies just-in-time. CDCR IT staff no longer spends time harvesting parts from out-of-commission printers to fix repairable ones; HP MPS takes care of maintenance.

CDCR has automated much of what used to be manual paperwork through the Strategic Offender Management System (SOMS), the department's integrated electronic offender management information system built and hosted by HP. SOMS consolidates legacy databases and converts inmate records to digital files, and integrates with the CDCR print infrastructure to provide ever-increasing operational efficiencies. CDCR also is implementing a print policy across the department: duplex printing by default to save paper; grayscale default to reduce color costs; and integration of networked MFPs for manageability. The organization is aiming for a ratio of one device for every six users, compared to the ratio of 1.1 device per user before HP MPS. At the CSP-SAC and AMB sites covered by the original RFO, the number of devices dropped 73% and print costs fell 52%. Paper costs dropped in half and power costs fell 40%.

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Recently, California amended the RFO contract to go statewide. Now, 53 CDCR sites are in some stage of HP MPS—either discovery, design review, or implementation. When the migration to managed print services is complete, the entire enterprise will reap the advantages: new devices with new productivity-enhancing digital features; network attachment for visibility, manageability, and shared usage; committed SLAs for service and repair; automated monitoring of supplies; print policy enforcement; and fixed pricing from a single vendor.

"We're looking at significant cost savings with print management," Holmes says. "HP MPS is a business model that helps us protect public safety while using taxpayer dollars even more efficiently."

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