

Case study

Munich Re lowers costs and simplifies support using Original HP supplies



HP Supplies Big Deal Programme offers predictable, lower costs combined with optimal performance and reliability

Industry

Financial Services

Objective

As part of a wider company restructuring process, Munich Re wanted to standardise its print and supplies platforms in order to control costs and improve manageability

Approach

The company chose to purchase through the HP Supplies Big Deal Programme which offers savings on HP original toner technology combined with more efficient inventory management

IT matters

- Using Original HP supplies ensures Munich Re can enjoy the best performance and optimal reliability
- Support has been simplified through the automation of supplies management using HP Web Jetadmin

Business matters

- The new streamlined approach to supplies has reduced the burden on the IT team by automating toner management
- Munich Re has substantially reduced the cost of supply management, saving the company money



“Overall, it’s a much more streamlined and simplified approach to supplies. I no longer need to ask one of my team to spend days roaming the office and our 350 users to check toner stock levels. And we don’t need to keep lots of inventory for multiple devices onsite.”

– Nick Newton, IT project manager, Munich Re



A strategic re-organisation of its IT infrastructure gave Munich Re the opportunity to rethink its approach to printing

The company chose to standardise on four HP printer models and introduce a new way of managing supplies. By maintaining its supplies stock more effectively, Munich Re has reduced costs dramatically without compromising on quality.



Challenge

Creating a standardised print experience

Founded in Munich, Germany in 1880, Munich Re is an internationally recognised insurance group with global operations covering reinsurance, primary insurance and international health business. With almost 45,000 employees across the globe, the company prides itself on being a leading expert of risk solutions worldwide.

Munich Re was undertaking a significant refresh of its technology environment, including printers and supplies. Until that point, there had been little formal governance around printing, which had led to over 80 different models being used, most of which required their own specific supplies.

“Whenever new models came out, we would upgrade without giving a thought to supplies or required drivers,” explains Nick Newton, IT project manager, Munich Re. “There was no standardisation so we were stocked with lots of individual toner cartridges. Managing that stock was a challenge.”

Munich Re even had an employee who dedicated two days a week to manually monitoring the 30 different types of toner required by the print fleet.

“It was inefficient, time-consuming and expensive,” adds Mr Newton. “The strategic alignment with our Munich head office provided us with the perfect opportunity to rethink our approach to printing and supplies.”

Solution

Fixed, predictable costs

After a careful analysis of printing requirements, Mr Newton decided that supplies was one area where he wanted to retain autonomy from corporate strategy. While the head office opted for a managed print service encompassing supplies, the London branch decided to buy directly from HP Authorised Partners as part of the HP Supplies Big Deal Programme.

“We standardised our devices on four printer models which dramatically simplified our cartridge requirements,” says Mr Newton. “We also switched to the HP Supplies Big Deal Programme which rewards high-volume print users with discounts and stabilises pricing for the coming year as well as offering stronger support from HP.”

The HP Supplies Big Deal Programme offers discounts over a fixed twelve month period and gives more control and predictability of supply use. This allowed Munich Re to make significant savings without compromising on print quality. It also provides a dedicated Account Manager who facilitates engagement with HP across the company’s entire portfolio, including printers and PCs.

Customer solution at a glance

HP services

- HP Supplies Big Deal Programme
- Original HP Supplies

“We produce over 150,000 prints per month so this new relationship gave us peace of mind,” continues Mr Newton. “We know we are getting the best print technology available at dependable prices with no hidden extras.”

Benefits

High performance, best quality

Aside from the reduced costs, using HP supplies guarantees the best possible print performance. With 70 per cent of print technology housed in the toner cartridge, using HP supplies ensures that each printer will enjoy optimal output and market-leading reliability. It also helps Munich Re automate toner replenishment, with printers logging tickets with the service desk when they reach a three per cent threshold.

“Overall, it’s a much more efficient, reliable and simplified approach to supplies. I no longer need to ask one of my team to spend days roaming the office and our 350 users to check toner stock,” comments Mr Newton. “And we don’t need to keep lots of inventory for multiple devices onsite. In addition, the direct support we receive from HP is invaluable and the user experience familiar, while maintaining the optimal quality we expect.”

Munich Re is enjoying further savings by making duplex, mono printing the default setting for every printer and, because Mr Newton now uses the HP Universal Print Driver, one single driver works across the entire fleet. That has dramatically reduced the time it takes to install and maintain each device.

“The whole print package from HP has made my life easier and saved the company thousands in supplies and paper. The HP Supplies Big Deal Programme is the ideal solution for companies that print in large volumes that want to reduce spend and increase cost transparency,” concludes Mr Newton. “The reliability of HP’s print solutions provide an improved infrastructure with a more effective supply replenishment process and the best possible quality.”

Learn more at
hp.com/go/supplies

Sign up for updates
hp.com/go/getupdated



Share with colleagues



Rate this document

