

Case study

MetLife

Insurance leader meets business, environmental goals with HP MPS and enterprise ink



Industry

Insurance

Objective

Enhance efficiency; increase employee productivity and satisfaction; strengthen information security; help reduce environmental impact; streamline costs

Approach

Engage HP Managed Print Services

IT matters

- Pull printing with HP Access Control enables convenience, security, individual job tracking options, reduced waste
- Enterprise Officejet printers deliver quality color at fast speed and low cost
- Enable mobile print
- HP MPS drives enhanced efficiencies

Business matters

- Consolidation reduces number of printers by an additional 30%¹
- Automation increases duplex printing about 12% and rising,¹ resulting in paper savings
- Operations efficiencies gained with broader technology collaboration including HP MPS, HP desktop and notebook devices, and help desk management



“We’re really trying to build deeper, more strategic, much broader relationships with our partners that allow us to create innovation in our company.”

– Jim O’Donnell, Executive Vice President & Chief Technology Officer, Enterprise Infrastructure and Architecture, MetLife



MetLife, Inc., is a leading global provider of insurance, annuities, and employee benefit programs. The company employs some 65,000 global employees operating in 50 countries worldwide. A previous managed print contract with another vendor was concluding and MetLife set new and substantial goals for the next phase of managed print services. Goals included adding both color capabilities and the availability of color devices; increasing duplex printing; advancing printer consolidation, and strengthening security. In addition MetLife planned to lay the groundwork for individual job tracking; contribute to carbon footprint reductions; introduce mobile printing and reduce overall costs. The full solution that enabled MetLife to move forward on every one of its goals was HP Managed Print Services (MPS).

When MetLife set its goals for the next chapter of managed print services, senior management aimed to achieve several objectives:

- Streamline business operations
- Upgrade printers to deliver greater color capabilities and add more color printers for easy access to color
- Take advantage of new software functionality in pull and PIN printing
- Reduce environmental impact through greater energy efficiency and increased duplexing, which would help reduce paper costs
- Implement mobile printing
- Lay the infrastructure groundwork for individual job tracking in the future
- Help reduce overall costs

“Like most companies, we have a lot of print in our organization and we are trying to transform that and turn it into a capability that will allow our employees to be much more effective,” says Jim O’Donnell, Executive Vice President & Chief Technology Officer, Enterprise Infrastructure and Architecture, MetLife.

MetLife had wide-ranging technology needs that included shaping the next phase of MPS as well as implementing helpdesk services for its desktop and notebook PCs. “HP outlined a very comprehensive solution combined with services to meet our efficiency, security, infrastructure, and environmental goals,” says Brian Fortney, assistant vice president, enterprise infrastructure operations at MetLife.

Complete Solution MPS to PCs

Leveraging the breadth of services from HP, MetLife extended technology support from the printer to the PC. HP brought together its resources to offer MetLife a full solution combining PC devices, helpdesk services, managed print services and supplies replacement.

“We wanted additional features and functionality, and better cost points especially for color printing,” says Brian Fortney,

MetLife assistant vice president of enterprise infrastructure operations.

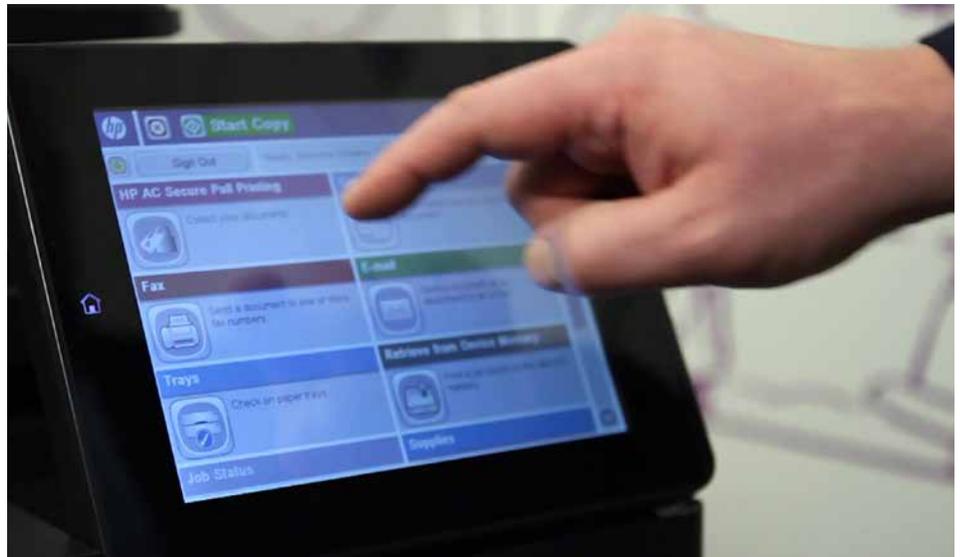
“We wanted MPS to include consumables replenishment in our campus settings where we have 50-plus devices,” Fortney says. “HP provided the most comprehensive solution to address every one of our needs spanning desktop and printer support. This broader approach to technology gives us the operations efficiencies we envisioned and was the key decision-making factor.”

“While we had an existing MPS contract for many years, we wanted a deeper level of IT collaboration to impact our business operations. HP outlined a very comprehensive solution combined with services to meet our efficiency, security, infrastructure, and environmental goals.”

– Brian Fortney, assistant vice president, enterprise infrastructure operations, MetLife

MetLife is a winner of the Green Power Leadership Award from the U.S. Environmental Protection Agency, and has launched a carbon-footprint analysis to measure environmental impact. The company has an environmental commitment for continuous improvement year-over-year.

MetLife had experienced initial improvements with print management and now moved forward with even more extensive goals in collaboration with HP. In previous years, significant consolidation of printers had taken place and many personal printers were removed in favor of workgroup multifunction devices. Those devices were now aging, however, and lacked new environmental and workflow capabilities. To further trim its fleet, MetLife refreshed printers and reduced the number of devices an additional 30%.¹ Older printers were replaced with more efficient ENERGY STAR models, reducing power needs even further.



Another clear source of savings is to increase duplex printing. By implementing default settings, the company improved duplex printing about 12% in a short time. And the percentage continues to grow, cutting down both paper waste and cost.

With an overall business goal of streamlining operations in its some 300 U.S. offices, MetLife looked closely at color printing. “We were open to including a diverse fleet of printers to get us to our goals and HP had the most comprehensive selection of options,” says Fortney.

In selecting its new printers, MetLife reviewed a wide range of devices, and tested inkjet and laser models side by side for 90 days. “Users were free to use both inkjet and laser printers and employees were very impressed with the speed and quality of the inkjets,” he says. “Workers very easily adopted the new Officejet Pro X printer technology.”

The Officejet Pro X MFPs are small in size, very quiet, extremely fast, and deliver color prints at a reduced cost. The scan and fax capabilities support workflow management solutions and HP PageWide Technology make the Officejet Pro X printers ideal for MetLife’s enterprise needs. The inkjet technology also generates less heat at reduced energy consumption. Fortney noted that the environmental component also contributed to the decision-making process.

“These are not like your inkjets at home,” Fortney says. “We were impressed by the speed and color quality, and the longevity of the ink cartridges.” With a large group of

employees working together, noise in the office is a serious consideration, he explains. “You can’t even hear the Officejet Pro X printers at work. They’re extremely quiet.”

Increasing productivity

The HP devices deployed have strong encryption, explains Todd Williams, MPS Program Manager, MetLife. They also allow the company to enable scan-to-email functionality.

“Our initial goals for HPAC and pull printing are user convenience and information security.”

– Todd Williams, MPS Program Manager, MetLife

A key improvement to employee productivity is HP Access Control pull-printing technology. MetLife users authenticate at an MFP printer by either entering a PIN number or swiping a badge. Because the print job is directed to the printer after authentication, users have the flexibility and convenience to go to any printer.

Employees no longer must carry documents from place to place. It’s good for the environment, cutting down on unnecessary printing. Users no longer worry about printed pages unknowingly walking away with another print job, or unneeded printing that goes directly to the waste basket. With pull printing, print jobs no longer sit on devices waiting for pickup and uncollected printing is eliminated.

HP Access Control provides accounting and auditing functionality so the business may establish individual job tracking for allocating costs on individual users, a cost center, cost code, or departmental basis.

“HP has been tremendously flexible, supportive—and above all, a true technology collaborator.”

—Brian Fortney, assistant vice president, enterprise infrastructure operations, MetLife

“Our initial goals for HPAC and pull printing were user convenience, waste reduction, and secure printing.” Williams says. “It allows us to reduce printing in general, and prepares our infrastructure to meet a goal of implementing individual job tracking in the future.”

Reaching Global Benefits

Looking to the future, MetLife plans to extend the benefits of managed printing to its international community. HP MPS, with its broad product and service portfolio, global reach, and environmental vision, brings a strategically scalable solution. “We wanted a program we could leverage to our international community,” Fortney says. “HP has been tremendously flexible, supportive—and above all, a true technology collaborator.”

Sign up for updates
hp.com/go/getupdated



Share with colleagues



Rate this document

© Copyright 2015 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

¹Based on beginning state October, 2013 compared to one year later October, 2014.

4AA5-8328ENW, April 2015

