Rationalisation of ONCE's print system delivers cost savings of over €200,000

HP printers reduce paper, energy and toner consumption while improving management and guaranteeing confidentiality

Industry
Non-governmental organisation

Objective
Optimise the corporate print infrastructure, reducing acquisition and usage costs, and providing greater control over printing

Approach
A study of the existing fleet of printers was undertaken, making it possible not just to replace obsolete equipment but to implement a change in the management model to help improve the service for users and identify potential savings

IT matters
- Centralisation and increased control of printing throughout the organisation
- Guarantee of confidentiality when printing documents
- Multifunction printers available to all users

Business matters
- Over €200,000 of savings in printing costs
- 50 per cent reduction in the printer fleet
- Improvement in the service received by users with the rollout of multifunction devices, which can be used for copying, digitisation, centralised faxes, etc.

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> — Cristian Sainz, technical manager of systems and IT, ONCE

Peak performance

ONCE, the Spanish National Organisation for the Blind, needed to optimise its sprawling print estate if it was to reduce costs and deliver management control. It is working with HP to consolidate the estate, halving the number of printers and ensuring a centralised view.

Challenge

Minimal control

Founded in 1938, the Spanish National Organisation for the Blind (ONCE) has worked to create a system of specialised social services for blind and visually impaired people, with an emphasis on the personal, professional and social development of its members and their integration. In 2013, ONCE had over 70,000 members and, through its group of companies, employs over 136,000 people, 89 per cent of whom have a disability.

Over the last 10 years, printers have been installed on an ad-hoc basis to meet demand based on the specific models approved by the organisation. This meant that ONCE's 4,500-strong workforce had access to 1,841 printers, with over seven different models, as well as hundreds of scanners and fax machines.

The organisation's control over printing was practically non-existent: it was extremely difficult to know when individual printers were being used, there was no centralised management and toner supply, and each centre had its own suppliers for consumables.

Auditing

In partnership with HP Ibermática and Fucoda, the ONCE group company specialising in document management, the Information Systems department began to tackle the problem by studying the best way to optimise the organisation's corporate printing system.

"We found a large number of different printers, many of which were obsolete, and it was hard to know how much the organisation was paying for printing, with so many different purchasing processes," explains Cristian Sainz, technical manager of systems and IT at ONCE. "We began to think about what we could do to improve the management of printing without inconveniencing our users."

The conclusion of the study was inevitable: ONCE had to rationalise the existing printing system, reducing the number of devices and increasing the average number of users per printer, taking advantage of the latest technology and solutions provided by the range of HP multifunction printers.

Solution

Upgrade and rationalisation

The first phase involved decommissioning 610 legacy HP 1320–2420 printers, installed in 2004 and 2005, together with 196 other models that were hardly used. ONCE also upgraded departmental printers with high shared usage, installing 135 multifunction HP LaserJet M525c. The second phase involved decommissioning 540 third-party printers and the installation of a further 60 HP LaserJet M525c devices, together with 226 HP LaserJet P3015dn and 40 HP LaserJet M425.

The two phases allowed ONCE to eliminate 1,023 printers, over half the existing fleet, with a further 461 printers upgraded to provide increased processing and print capacity, half of which have scanning, fax and photocopying functionality. Hundreds of obsolete scanners and fax machines were also decommissioned. The programme made it possible to increase ONCE's printer-to-workstation ratio from 2:7 to 4:3 by the end of the process.

Accessibility and security

One of the problems faced by the organisation was reluctance to change among its users due to concerns about the confidentiality of documents on a shared printer network. Protection of confidential documents has been achieved by implementing HP SafeCom, which authenticates users to ensure they only have access to their documents, which are stored in a print queue until the user reaches the printer, regardless of where they are in the building. The software also guarantees the correct storage of documents scanned by users.

"Another of our concerns was the accessibility of printers to our staff, many of whom are visually impaired," states Sainz. "All our staff have ID cards fitted with RFID (Radio Frequency Identification) chips for authentication." ONCE has also benefited from the ability to customise screen configurations with large touchscreen icons that are easier to see, as well as an additional Braille screen. "HP solutions help make printing easy and secure," concludes Sainz.

A new management model

With a number of major new features, largely based around the value proposition of mobility, Internet connectivity, the cloud and the efficient management of energy and workflows, the new HP LaserJet M525c devices have allowed ONCE to implement a new management model that facilitates a series of measures to deliver savings and efficiency. The first of these measures has been to enable double-sided printing by default, impossible with the existing machines. Another has been to promote the use of black and white printing by limiting the number of colour printers to one per centre.

The new model has also changed the management of consumables, such as toner and fusers, creating a streamlined centralised process that has delivered major savings with a single central purchasing system, stock control and alert levels.

The new location of many of the devices, which were previously in individual offices and are now in communal areas, has also resulted in changes to maintenance, technical supervision and the fault service. Users now contact an internal service centre, which, in partnership with Ibermática and Fucoda, monitors the management of faults and guarantees the provision of extension packs, fuser kits and replacement toners.

Customer solution at a glance

Hardware
- HP LaserJet Enterprise flow MFP M525c
- HP LaserJet Enterprise P3015dn
- HP LaserJet Pro 400 MFO M425dn

Software
- SafeCom Pull Printing solution

Benefits

Savings and efficiency

"Users have immediately noticed the improvement in service," remarks Sainz. "Printing speed, the multifunction features of devices, security and confidentiality, and ease-of-use, all this has meant they have been accepted immediately.

"Not only has the solution improved productivity and created a more efficient system, it has also delivered major cost savings of around €200,000," notes Sainz.

The HP devices are ENERGY STAR® certified and consume half the energy of other printers with similar features as a result of technologies such as Auto-on/ Auto-off and HP Instant On. They also reduce the use of consumables, such as toner and paper, have lower carbon emissions, and are designed for future recycling.

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"The new HP printers mean we can now carry out print audits at team, department and office level," states Sainz. The analysis of information will allow ONCE to provide its users with an improved service, moving devices to where they will be most effectively used, replacing machines with ones better suited to usage patterns and promoting good practices and policies to implement savings that deliver a more efficient printing policy. "We can now provide the management of the organisation with information on who prints most, when printers are used, how they are used and what type of documents are printed, as well as whether the service we are providing is really meeting the needs of our users," explains Sainz.

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