

Case study

Michigan State University College of Law



Law College thrives with HP solutions, service

Industry

Higher Education

Objective

Upgrade device specifications, at affordable cost, for student computer labs, off-campus clinic, faculty, workstations, and mobile PCs

Approach

Migrate to HP Z Workstations and HP mobile devices

IT matters

- Upgrade PC specifications at 40% lower cost
- Gain dedicated, personalized service and support from an assigned account representative versus the general information email process from the competitor
- Extend PC lifecycle, simplify maintenance

Business matters

- Reduce total cost of ownership
- Satisfy faculty/staff demands for lightweight mobility
- Equip students for rigorous curricula



“With our HP PCs and workstations bringing affordable high-level specifications, the total cost of ownership is lower because we can keep the devices through multiple operating-system upgrades.”

– Amanda Olivier, assistant director of instructional technology, MSU College of Law

The Michigan State University College of Law is a private, non-profit, independent law college in East Lansing, Mich., that has been affiliated with Michigan State University since 1995. MSU Law wanted to upgrade the campus computer labs and off-campus clinic used by approximately 700 students. Meanwhile, faculty and staff were asking for lighter, better mobile devices. Turning to HP Z Workstations and HP EliteBook Notebook PCs, the law school improved its device specifications while cutting costs 40%. Working with HP, MSU Law also gained a vendor relationship providing a high level of dedicated, personalized service.

HP recommends Windows.



Ranked among the U.S. News and World Report Best Law Schools, MSU Law brings academic rigor, international name recognition, and a loyal network of more than 530,000 alumni to enhance graduates' future careers. MSU Law at one time used non-HP PCs, but the devices had grown slow. The law school wanted to upgrade specifications, from 2GB or 4GB of RAM to at least 8GB, but the cost cited by the vendor was prohibitive. "We thought we couldn't afford nicer and faster—until we talked to HP," says Amanda Olivier, assistant director of instructional technology at MSU College of Law.

Meeting student, staff needs

Olivier was about to go back to the drawing board and compare a range of vendor offerings when an HP representative contacted her. The solutions he showed her were compelling for their high quality, lower total cost of ownership (TCO), and outstanding service. Today in its campus computer labs and off-campus tax and immigration law clinic, MSU College of Law uses HP Z230 Small Form Factor Workstations. Designed for heavy workloads, these devices bring next-generation Intel® processors, advanced graphics, and reliable performance on a budget. A handful of MSU Law faculty members use demanding statistical analysis software, but for the most part the applications used at the law school are not particularly processing-heavy.

What users want—and get from their HP devices—is reliability, fast performance, and ease of use. For faculty and staff, light weight is the top priority. They might use either HP ProBook Notebook PCs, HP EliteBook Folio

Notebook PCs, or HP EliteBook Revolve Tablet PCs. The HP EliteBook Revolve, with its rotating screen, is especially favored by faculty members who travel frequently on airplanes. Olivier herself uses an HP EliteBook Folio, a thin and light business-class notebook. "If I want to pick it up and go, it's portable and light. It runs fast and the keyboard feels right," she says.

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HP Elite—available in ultra slim notebook, tablet, hybrid, and desktop form factors—is the premium line of business PCs from HP. The devices are rigorously tested to meet multiple specifications of military reliability¹ powered by Intel™ Core™ processors, and endowed with robust security features from virus protection to data encryption. They also come with HP Elite Premium Support—live 24/7 help desk support from a team of Elite-dedicated specialists. HP Elite Business Customers call a toll-free number, connect directly with an Elite-accredited specialist, receive priority repair status, and may even work with their agent of choice.

"HP Elite support is easy to reach and ready to help," Olivier says. "The devices are so reliable we haven't had to use it much, but it's nice to know the service is there." MSU Law likes to keep its PCs and workstations for a long lifecycle and typically adds HP Care Pack

Customer at a glance

Application

Faculty and staff mobility; student computer labs; off-campus law clinic

Hardware

- HP EliteBook Folio Notebook PC
- HP EliteBook Revolve Tablet PC
- HP ProBook Notebook PC
- HP Z Workstation
- Z230 Workstation
- HP EliteDisplay LED Backlit Monitor
- Elite Premium Support
- HP Care Pack
- HP USB Port Replicator
- HP LaserJet printers

Services

- HP Elite Premium Support
- HP Care Pack: 3-yr Next Business Day Onsite Service; Accidental Damage Protection on notebooks

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three-year Next Business Day Onsite Service, with Accidental Damage Protection on notebooks. The HP solutions, with their high-performance features, are particularly advantageous because they allow the law school to keep devices through several operating system upgrades. "We're very pleased with the lifecycle length and TCO," Olivier says.

"Migrating to HP has been one of the easiest and most seamless transitions I've ever experienced in purchasing, thanks to the support as well as great technology we get from HP."

— Amanda Olivier, assistant director of instructional technology, MSU College of Law

The law school accessorizes its HP devices with HP EliteDisplay LED Backlit Monitors for crisp displays that fit on limited desktop space and HP USB Port Replicators to streamline connection to peripherals. The law school's IT staff of four likes the HP PCs and workstations because they are easy to image and customize, such as disabling USB 3.0 in the BIOS. "HP listens to users in designing its product features," Olivier says, adding that the IT staff appreciates HP online resources and product alerts.

MSU Law also uses a range of HP LaserJet printers, from network devices to high-volume printers students use to print out case files. "It's nice to have HP quality on both our print and PC sides," Olivier says.

Prompt, personal support from HP

Before switching to HP PCs and workstations, when MSU Law needed to contact its PC vendor with sales questions, it would have to email a general account and wait for a response from staff on shift at the time. With HP, the law school enjoys a consistent relationship with a highly responsive representative.

"It's a simple, easy, open line of communication with someone who knows us," Olivier says. "Moving to a new vendor can be risky. But migrating to HP has been one of the easiest and most seamless transitions I've ever experienced in purchasing, thanks to the support as well as great technology we get from HP."

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