

Case study

Bellevue College

Increasing staff productivity, streamlining costs with HP MPS



Industry

Higher Education

Objective

Centralize and simplify print management, improve reliability, and help reduce costs of print infrastructure to support employee productivity

Approach

Engage HP Managed Print Services in multi-phased approach to centralize and maintain more than 500 printers

IT matters

- Free IT staff for more business-critical projects
- Proactively resolve printer problems and reduce downtime
- Improve document workflow

Business matters

- Dramatically improve end-user satisfaction and productivity
- Free IT staff to focus on faculty support instead of printers and copiers
- Provide reliable printer uptime and ensure consistent print quality
- Streamline and simplify device and supplies management



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– Russ Beard , vice president of Information Technology Services, Bellevue College



Bellevue College, located near Seattle, Washington, uses HP Managed Print Services to manage and maintain over 500 on-campus multifunction printers to improve user productivity, leverage its IT staff, and gain cost savings.

Bellevue College (BC) is the third largest institution of higher learning in Washington state and opens its doors of higher education to more than 37,000 students each year. Annually, BC also enrolls more than 1,700 international students representing 70+ countries. As the college approaches its 50th anniversary, it boasts a strong academic reputation, and an ever-growing student and faculty population.

A few years ago, the BC IT staff had a time-consuming task on their hands—managing more than 500 multifunction printers. These printers had been purchased as students or staff made requests and were placed throughout the campus without much thought for support requirements. Printer buying decisions were decentralized and there was no way to manage them or discover the true costs associated with their daily operation. Imagine changing cartridges, fixing paper jams, and supporting all these devices, as well as managing the print needs of 27,000 students, faculty and administrative personnel. It was a difficult challenge with little management, oversight, or consolidation of efforts.

In response to a need for better management of their print environment, as well as other pressing IT issues, Vice President of Information Technology Services at BC, Russ Beard, and his staff, set about reorganizing IT Services for greater efficiency and cost effectiveness. As a public sector organization, BC IT needed to economize its printing budget, save on power, and implement a sustainable printer footprint.

“A year ago, faculty and staff decided ad hoc which desktop needed a printer, and it was impossible to discover what we were actually spending on printing,” recalls Beard. “We have an excellent full-time helpdesk and desktop support staff of 13 plus about 60 part-timer staff, and most of their time was spent maintaining printers. I wanted to get our staff back working on our larger IT issues, and award the print management to a proven vendor as a solution.”

HP earns a trusted relationship

To begin with, due to a previous perception of HP, Beard evaluated print management solutions from only non-HP vendors. Fortunately for HP, he wasn't impressed with the offerings. Frustrated, he called his trusted IT partner, an educational reseller who was also an HP Managed Print Services (MPS) partner. The partner highly recommended HP MPS and personally assured him the local HP representative was an excellent and reliable resource for print solutions.

Beard made the call, was indeed impressed by what he learned about HP MPS, and has been transforming the printscape of the college with HP ever since.

“Engaging HP Managed Print Services has been incredibly successful. Through proactive maintenance, our printers are extremely reliable and our end-users, as well as our IT staff, are now much more productive.”

– Russ Beard, vice president of Information Technology Services, Bellevue College

“It's very rare that I run into people with the high level of integrity possessed by my reps at HP and my IT partner,” he notes. “I knew that managing our disassociated printer environment under a centralized umbrella was going to take a lot of detailed work, and that it wouldn't happen overnight. HP MPS has a very tested methodology and phased approach that coincided with my experience. The fact that the great majority of our printers are also HP, made HP MPS the perfect choice.”



Stage one: discovery

With a decentralized printer base of more than 500 printers, HP MPS started with a comprehensive analysis, needs assessment, and discovery. No single person at BC knew the location of every printer, so the first thing the HP MPS team did was to physically walk the campus and map the entire printer inventory, including device type and location.

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Simultaneous with the discovery stage, HP MPS commenced sending out its technicians in their pre-stocked HP MPS service vans to get all the printers into shape and begin regular and proactive maintenance.

“HP actually added another van to its maintenance fleet to ensure our service level agreements would be met,” explains Beard. “HP takes the task of routine operational maintenance out of IT and end-user hands which results in considerable costs savings and increased productivity. This is the first time in

my career I have worked on a project for eight months and not heard one complaint. And in my position, no complaints from students and faculty, means HP MPS is doing a very good job.”

HP MPS stepped in and, in effect, became a virtual extension of the BC IT staff. Now, a proactive maintenance schedule for the BC printers helps to ensure smooth printing. Printer issues are rarely reactive. Supplies are replaced “just-in-time” and before running out. When mission critical devices are anticipated to be down for longer than 24 hours, the BC contract allows alternate devices to be brought in during repair time. All printer supplies and parts are procured, delivered, and installed by HP service technicians. It’s an IT staffer’s dream come true.

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Work in progress

With the HP MPS solution now in place, HP provides regular business reviews with print environment data to help identify areas for ongoing improvement. Now under consideration is a print volume policy that would limit print job sizes for devices around campus. When a print job exceeds the limit, the project would be directed to a high-volume printing center for faster and more economical printing. The statistics also revealed that the printer-to-user ratio is high and there are opportunities to consolidate devices with additional workgroup printers. With facts in hand, Beard can continue to improve the print infrastructure and drive efficiencies for the college.

“Our goal is to reduce our printing costs by up to 25%,” states Beard. “We’ve already seen significant savings in personnel time and leveraged productivity, as well as dramatically increased user satisfaction. The trust level is so high that we are looking forward to hearing the HP MPS recommendations for future improvement in technology and process.”

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