Boise State University College of Business and Economics

Streamlining print management with HP MPS

Industry
Higher Education

Objective
Support move to new, state-of-the-art building with efficient, managed print environment

Approach
Deploy HP Managed Print Services to networked printer fleet of HP LaserJet and HP DesignJet printers

IT matters
• Reduce number of devices by estimated 50%

• Increase efficiency with centrally managed networked MFPs

• Relieve IT staff of printer management and supplies burden

Business matters
• Increase productivity of IT, faculty and staff with HP MPS

• Base print optimization and continuous improvement on data provided in HP MPS business reports

• Reduce unnecessary printing with HP Access Control and authentication

• Support environmental sustainability

BOISE STATE UNIVERSITY

Photo courtesy of Boise State University

> **"I wanted to be away from the burden of managing all of the printers, ink and toner, fusers and drums. HP MPS relieves that responsibility and supports our efficiency gains with centralized network printing."**
>
> – Alan Bonde, manager of IT services, Boise State University COBE

The Boise State University College of Business and Economics (COBE) in Boise, Idaho is accredited by the Association to Advance Collegiate Schools of Business and enrolls more than 3,100 undergraduate and 300 graduate students supported by approximately 200 faculty and staff . A few years ago, COBE moved into a Micron Business and Economics Building, a state-of-the-art, 118,890 square foot building designed to foster creative thinking, learning and collaboration. COBE took advantage of this move to evolve from a disparate collection of copiers and desktop printers to managed printing with HP Managed Print Services (MPS).

Incorporating geothermal energy for heating and ample natural light to reduce electrical consumption, the Boise State University Business and Economics Building serves as a model of responsible stewardship and sustainability. The building also incorporates advanced technologies designed to adapt easily and cost-effectively to change. HP MPS and energy-efficient HP printers fit precisely into this strategy of environmental awareness, coupled with business efficiency.

Move spurs transition to HP MPS

Before moving into the Micron building, COBE's 200 faculty and staff members used a hodgepodge collection of desktop printers, supplemented by two giant non-HP copiers maintained on a separate contract. Supplies management was a headache for the internal IT organization, which ordered 20 to 40 cartridges at a time from a state-approved supplier that might not be able to deliver for a week or longer.

Since the college's printer usage patterns are quite inconsistent, with heaviest usage at the beginning of every semester, and during midterms and finals, waiting for delivery was problematic. To make sure printers did not sit idle without supplies during peak demand, COBE had to carry an inventory—which tied up money, took up storage space and required tracking.

"The beauty of HP MPS is that we no longer have to manage our supplies inventory."

– Brad Hollenbeck, operations manager, Boise State University COBE

"Managing all the ink and toner supplies, fusers and drums became a nightmare. I wanted to be away from the burden of managing printers," says Alan Bonde, COBE's manager of IT services. "Centralized print management with HP MPS is much more efficient."

COBE adopted this exact model in the Micron building. The college's HP representative

helped them acquire 22 printers through a donation from the HP Company Foundation. Most are HP LaserJet MFPs, with some HP DesignJet large-format printers used mainly by the marketing communications staff for poster printing. The devices are deployed approximately six to a floor in a two-wing, four-story building, with some additional devices in large print rooms.

All faculty members are mapped to printers in "faculty collaboration areas" and can also use department-office MFPs as well as large-format devices that can print up to 11x17. HP Access Control (HPAC) software provides print authentication, authorization and pull-printing capabilities so that users can print securely to their selected device.

"We've given users a lot of opportunities and choices," Bonde says. "When security is a concern, most people use the administrative-office devices, which are in restricted spaces where only faculty and staff go."

Roughly 98% of the printing done at COBE is 8.5 x 11 and 83% is black only. The college uses HP Web Jetadmin—part of the HP JetAdvantage family of business workflow and printing solutions—for web-based monitoring of network printer supply levels.

Managed workgroup MFPs increase efficiency

At first, COBE faculty and staff weren't sure they wanted to change from their familiar system of individual desktop printers supplemented by big high-speed copiers. But when the Dean noticed that his own staff had more printers than the six people in his office—he fully backed the transition to fewer, centralized network printers. Faculty and staff may still keep individual printers; however, the devices must be acquired and maintained by their departments and cannot reside on the college network.

The number of employee printers in the college has dropped by roughly half, estimates Brad Hollenbeck, operations manager. Users appreciate the convenience and high quality of the HP MFPs, and HP stands ready to assist with management-of-change resources and educational materials.

Photo courtesy of Boise State University

"We had some gentle discussions with people about the value of moving to MPS, network printing and MFPs," Hollenbeck says. "When you have buy-in from the top, the transition is much easier."

HP MPS maintains devices, replenishes supplies

Hollenbeck estimates that before HP MPS contract, he was taking 12,000 steps a day running around the building tending to printer issues. Now HP MPS takes care of all that with proactive service and maintenance. Automated alerts signal that toner supplies are needed.

"HP MPS comes proactively for regular service and reactively when we're ready for supplies replenishment."

– Alan Bonde, manager of IT services, Boise State University COBE

"The beauty of HP MPS is that we don't have to manage that inventory," Hollenbeck says. "Software alerts the local technician to service and supplies outages, so the MPS provider is the one being vigilant to make sure printers are supplied and working. We still touch the devices regularly because we're in charge of loading the paper and staples. But the ink and toner, imager and fuser are all managed by HP MPS." To cover usage spikes, COBE does keep a small amount of supplies on hand, he adds—a customization HP MPS was flexible enough to accommodate.

Supporting environmental sustainability

The HP MFPs also support Boise State University's drive for environmental sustainability. The university recently published its first sustainability report on its social, economic and environmental impacts. HP MFPs align with this effort by providing energy-efficient print devices and supplies-saving features.

COBE and HP MPS leverage software tools to manage devices, and track usage and consumption. "We can manage the defaults—to duplex and to mono. Users have an easy option to change but they have to do something," Hollenbeck says. "With HP Access Control, we can manage and track print by user and by department and can generate quick and easy reports.

Customer at a glance

Application
Faculty and staff printing

Hardware
- HP LaserJet printers
- HP DesignJet printers

Software
- HP Access Control
- HP Web Jetadmin (HP JetAdvantage component)

HP services
- HP Managed Print Services

"Now faculty and staff know that the number of pages and images they copy can be monitored, he explains. "That has an impact. They think twice about whether something really needs to be printed."

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Usage data also provides a foundation on which to base future print policies. The college has already saved by retiring its copier contract. Copy functions are locked down so that users must swipe their employee ID cards or enter a 9-digit code; this has stopped students from casually making 100-page copies at a time. When the university is ready to move toward digital workflows, the HP devices stand ready to serve as an on-ramp and HP can provide enabling guidance and software solutions.

"Our HP representative has watched out for us diligently for years—helping plan our move to centrally managed and networked MFPs with HP MPS," Bonde says. "It's a far more efficient model for both print users and our IT organization."

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