

Case study

ISS: Driving simplicity, efficiency and sustainability with HP



Global Facilities Services provider collaborates with HP outsourcing MPS and standardizing on HP EliteBooks with AMD PRO

Industry

Facility Services

Objective

Become the world's greatest service organization with continuous improvements toward simplicity, efficiency and sustainability

Approach

Showcase the value of new office efficiency models by implementing HP Managed Print Services and standardizing on HP mobile computer devices in its own global operations

IT matters

- Equip 511,000 employees in 77 countries
- Innovate business-efficient office environments
- Simplify print and personal computer management
- Reduce print costs a projected 30-35%

Business matters

- Centralized strategy with global standards for MPS and computer devices simplifies operations and creates efficiencies
- HP MPS delivers global reach with local flexibility
- HP print assessment provides factual data to design optimal future state for print environment
- Safecom pull printing helps enhance security, reduce waste and enable printing to any device
- HP Management of Change supports continuous improvement
- Regular print environment reporting conveys ongoing opportunities for additional optimization and improvement
- Standardizing to the HP EliteBook 745 with AMD PRO delivers dependable mobility solutions with outstanding total cost of ownership and performance



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“Our challenge with suppliers is finding the capabilities and expertise to work in complex global environments. HP brings the solutions, experience, and reach we need to thrive worldwide.”

– Henrik Trepka, global CIO, ISS

Founded in Copenhagen, Denmark, in 1901, ISS is one of the world's largest facility services providers, with 511,000 employees and activities in 77 countries. ISS provides a broad range of integrated facilities services including cleaning, property, catering, support, security and facilities management to more than 200,000 customers. With ISS taking over these activities, customers can focus on their core businesses. To increase its own global business efficiency, ISS turned to the technology expertise of HP for outsourced HP Managed Print Services (MPS) and standardized computer devices with HP EliteBooks with AMD PRO processors throughout its global operations.



What is the role of the office? Is it a cubicle where you hunker down behind walls and do your work? Or is it an open place for collaboration and connecting with colleagues? Increasingly, organizations realize that to improve productivity, they must break down traditional walls and create new types of flexible work environments that foster employee engagement and satisfaction, says Henrik Trepka, global CIO of ISS.

Enabling technologies include printing from the cloud and mobile devices. Since ISS neither holds nor wants to build core competencies in these areas, it sought a vendor that could help, just as its own customers turn to ISS for efficiencies in everything from office cleaning to making sure coffee machines never run out of milk or coffee. “Workforce productivity through office efficiency is our main value proposition to our customers,” Trepka says. “As a showcase, we aim to implement the same principles for our internal workforce.”

HP brings worldwide solutions, expertise

ISS aims to become the world’s greatest service organization and wants its offices around the world to support that vision, says Kenth Kærhøg, ISS head of communications. “If you want 511,000 people worldwide all rowing in the same direction, you need excellent communication and collaboration tools,” he says. Such tools enable ISS to maximize efficiency—and thereby deliver exceptional customer experiences—by aligning locally autonomous operations across Europe, Asia, the Americas, and the Pacific Rim with strong corporate governance policies established at the Denmark headquarters.

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Seeking a vendor to support this strategy, ISS turned to HP. “Our challenge with suppliers is finding global capabilities combined with depth

of experience in the complex environments we face,” Trepka says. “HP brings the experience, the tools, the capabilities, and the reach we need.”

HP MPS delivers global reach, local control

With a presence in more than 170 countries, HP MPS enables adaptability to ever-evolving business and technology requirements everywhere ISS does business. Structured as a flexible suite of printing and imaging services, HP MPS helps organizations optimize, manage, and improve their printing and digital workflows. The HP MPS suite includes assessment; financial and procurement services; transition and implementation; management and support; and document and workflow services—thus covering the entire document management lifecycle.

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ISS began with an HP assessment of its current global print infrastructure, gathering the facts to design an optimal future state. This discovery phase found a complex environment of devices from more than a dozen manufacturers, with no clear visibility into total costs. As existing contracts expire and ISS optimizes its fleet with HP printers and multifunction devices, the company stands to reduce print costs up to a projected 30-35%.

“We want to consolidate as much as possible, but not necessarily mandate a fixed number of devices because it all depends on the type of user community and facility involved,” Trepka says. “While everyone can use the same business-case template for establishing discovery facts, each country has a direct dialogue with HP about what their future mode of operation, their floor plans, will look like. So while there is a centralized strategy with global standards, each country participates in the agreement to optimize their infrastructure and decide how they will use such capabilities as duplex and pull printing, and controls on color.”



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Productivity, sustainability, savings go hand in hand

With HP MPS, employee productivity, environmental sustainability, and economic savings go hand in hand as ISS leverages HP print technologies to support the way employees work now. Since employees on the go no longer are consistently closest to any one particular printer, ISS in its Denmark corporate headquarters has introduced Nuance SafeCom pull print to allow users to print securely by authenticating themselves at the user interface on any supported HP device.

SafeCom authentication can be by code number or badge, and ISS has implemented RFID tags allowing employees to print simply by tapping their cell phones on a supported printer. Pull printing technologies enhance security, enable job accounting, and also help reduce the waste from printing documents that are never picked up. ISS also is looking at printers with HP PageWide Technology that economically deliver high quality at high printing speeds.

Continuous improvement with Management of Change

With so many developments to absorb in the new advances in IT, HP MPS assists ISS with Management of Change (MoC) processes and tools to align expectations throughout the global organization, establish appropriate

communication and training programs, and set performance metrics. ISS headquarters can leverage usage data from HP MPS to orchestrate continuous improvement on a global scale.

“At a central level, we have a global and transparent overview of our printing assets and behavior. Going into the future, we’ll be able to provide benchmarks to the different regions and countries, and provide insight into best practices for meeting key performance indicators. This is about much more than one-time cost savings; it’s about a culture of sustainability and ongoing improvement,” Kærhøg says. “Everybody at ISS wants to be the best. Now headquarters can continually increase our knowledge base to inspire and guide the local operations.”

Flexible office requires mobility

In addition to printing from the cloud, the flexible workplace requires the ability to take computer devices to meeting rooms, collaboration spaces, and on the road. That means mobile devices instead of or in addition to desktop PCs. At one time, the ISS PC infrastructure had proliferated to 50 different models. The company wanted to streamline to a handful of options to simplify purchasing, reduce costs, ease management and give employees advanced performance and features.

Customer at a glance

Application

Flexible office print and document management, with mobile computer standards that meet user needs

Hardware

- HP printers and multifunction devices
- EliteBook 725/745 Notebook PCs powered by AMD PRO A-Series APUs
- EliteDesk 705 PCs powered by AMD PRO A-Series APUs

HP services

- HP Managed Print Services
- HP Care Packs

ISS entered a direct-purchasing relationship with HP for the 25,000 devices and standardized on the HP Elite premium line of notebook and desktop PCs with AMD PRO. When buyers log on they see the core range of ISS standard choices. Although they can opt to buy other models, a preferred standard is the HP EliteBook 745 Notebook PC powered by AMD PRO A-Series APUs with integrated AMD Radeon™ Graphics. Light, powerful, and designed for durability, these devices combine high performance with cost-efficiency, optimal manageability, and robust security features.

“The proliferation of device types makes it more difficult and costly to both purchase and support users effectively,” says Dennis Lockenwitz, ISS Head of Corporate Indirect, Group Procurement. “We looked for a mobile notebook device that would meet the needs of a broad base of our users. The EliteBook 745 with AMD PRO is lightweight for the mobility our staff requires, and powerful to maintain the efficiency we expect,” he says. “All of these features, plus the cost benefits provide the kind of business solutions we welcome.”

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The company decides HP Care Pack warranty specifics on a country-by-country basis. In the future, ISS may order devices with the ISS image pre-loaded at the factory, further streamlining procurement and IT management.

“ISS maintains lean operations and works to expand business efficiencies in all we do,” explains Lockenwitz. “We discuss solutions in terms of ‘what does it add to complexity or simplicity for the business?’”

“We’re two very large global companies that understand that one size does not fit all. Creating the office of the future takes both strong governance and flexibility. Together HP and ISS show the world what is possible.”

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As an outsourcing provider, ISS looks at every improvement project and assesses whether ISS can do it with the same rigor and efficiency as a vendor expert, Lockenwitz explains. “We certainly don’t want to spend more to try to handle things ourselves. We took our own medicine,” he says, “and just as we recommend that our customers outsource their facility services to experts such as ISS, we engaged HP as global print experts for our MPS.”

ISS and HP together lead global innovation

HP is a world leader in printing and personal computers, Trepka says. ISS is a world leader in facilities services. Together, the companies showcase innovative ways to combine procurement and IT in ways that deepen the business relationship. The collaboration creates ongoing efficiencies that both simplify operations and enhance the customer experience. “We’re two very large global companies that understand that one size does not fit all,” he says. “Creating the office of the future takes both strong governance and flexibility. Together HP and ISS show the world what is possible.”

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