

Case study

Gazprom Neft optimises print management



HP MPS improves print reliability for one of Russia's leading oil companies

Industry

Oil and Gas

Objective

Ensure the uninterrupted availability of a large pool of printing devices distributed across multiple sites

Approach

To solve many print management problems, the company decided to outsource with an HP MPS contract

IT matters

- Releases IT staff for more business critical work
- Improves prompt availability of consumables to reduce printer downtime
- Introduces predictable costs for reliable IT budgeting

Business matters

- Significantly increases the quality of service
- Reduces personnel costs



Focusing on business, not cartridges

Gazprom Neft is one of the four largest oil companies in Russia in terms of production volumes and one of the top three for refining. The company is represented in almost all regions of Russia, as well as in Europe, Asia, Africa and South America. Gazprom Neft pays great attention to the optimisation of its business processes. Through outsourcing its printing services the company is better equipped to manage the maintenance of its fleet and the purchase of consumables, taking the pressure off its IT department and enabling infrastructure changes: whether that be the transfer of units to new sites or the introduction of additional features.

Implementation of HP MPS has reduced printing costs by 10-15 per cent due to time saved by IT staff



Challenge

Print management problems

Prior to entering into a service contract with HP, the entire pool of print equipment at Gazprom Neft's corporate centre was maintained by the company's own staff. The company's offices used around 30 different models of colour and black-and-white laser printers and Multifunction Printers (MFPs) from HP, as well as a number of large format devices. In order to stock the full range of consumables and ensure timely replenishment for these devices, additional investment and accounting processes were necessary.

Solution

Decision to outsource

Gazprom Neft decided to outsource the management of all its print equipment at the end of 2009. The main objectives were to enhance availability of the print infrastructure and to engage with a supplier who could provide a comprehensive print service.

The company also wanted to free its own IT department for other tasks that are important for the business and to save money by transferring capital expenses on print equipment and parts into operating costs.

With considerable experience in the provision of uninterrupted office printing for the divisions of many major companies across the world, HP became Gazprom Neft's partner.

The engagement started with 256 printers located at a single site in Moscow. Over the next year, a further 20 varied printing devices were added to this infrastructure and when Gazprom Neft moved its headquarters from Moscow to St Petersburg, a further 140 printers and MFPs were installed.

Later, Gazprom Neft implemented the FollowMe solution from Ringdale, designed to provide access control, routing of print tasks, print infrastructure security and improved accounting. HP took on the support of this solution and three new sites were also added to the Managed Print Services (MPS) contract bringing the total of devices under management to 420. A subsequent update of the printing fleet has seen more new MFPs and printers leased and added to the MPS contract.

Customer solution at a glance

Hardware

- HP printers and multifunction devices

Software

- HP Web Jetadmin
- Ringdale FollowMe

HP services

- HP Managed Print Services

For efficient maintenance of Gazprom Neft's printing fleet at its sites in St Petersburg and Moscow, HP employees are a constant presence. More remote regions are serviced by the partner organisations that are also responsible for the support of other business systems. Strategic warehouses have been created at the sites, maintaining a total reserve of some 400–500 cartridges along with the most widely used printer parts.

Benefits

Reduced costs, increased efficiency

The principal advantage of outsourcing Gazprom Neft's print infrastructure is the enhanced quality of servicing. Under the terms of the contract, all problems must be resolved by no later than the following business day but, thanks to the proactive steps taken by HP, the recovery time is never usually more than one hour.

The company itself employs only one person to work on all the print devices that operate at 14 sites, in St Petersburg, Moscow, Yekaterinburg, Khanty-Mansiisk, Muravlenko, Novosibirsk and Omsk. This person communicates with the MPS supplier, who then performs all the necessary procedures required by the contract, from the timely delivery and replacement of cartridges to the installation of new equipment.

According to Dmitry Bozhkov, HP print sales representative, the introduction of the MPS project has helped Gazprom Neft cut print costs by 10–15 per cent due to time saved by IT staff. The risk of long periods of downtime is almost completely eliminated. Also, the MPS contract guarantees the supply of only original HP cartridges which improves print quality and means there are no hidden costs.

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