

## Case study

# NAV CANADA

Civil air navigation service provider uplifts security, reliability and optimization with HP MPS



### Industry

Canada's civil air navigation services provider: Responsible for air traffic control, flight information and advisory services, aviation weather briefings, aeronautical information management and electronic navigation aids

### Objective

Refresh aging printers, outsource management of the printer support, and strengthen information security

### Approach

Engage HP Managed Print Services to help enhance print security, optimize and manage environment

### IT matters

- Enhance security with Enterprise-class LaserJet embedded security features
- FutureSmart firmware enhances network security
- Meet colour demands with HP PageWide technology
- Equip remote locations with reliable print solution
- Leverage usage metrics for ongoing optimization

### Business matters

- Reduce print volume 7% by never printing unclaimed jobs
- Increase information security, reduce waste, and support mobility with secure pull printing with Pharos
- Deploy reliable, right-featured print environment for business-critical printing by 4,700 employees
- Positively impact the environment by reducing waste and improving energy efficiency
- Free staff for strategic initiatives



**“Security is a top priority in everything we do. Secure pull printing with HP and Pharos helps protect confidential information, and reduces the waste of unnecessary or unclaimed printing.”**

– Anjlie Bhasin-McLaughlin, project manager, NAV CANADA

NAV CANADA, Canada's civil air navigation services provider, manages 12 million aircraft movements a year over 18 million square kilometers. Recognized for its safety record, technology, sound business practices and community involvement, NAV CANADA is a leader among world air navigation service providers. Its print infrastructure is integral to daily operations across all departments and offices, from the busy Ottawa headquarters to small remote sites in the Arctic. Aiming to refresh an aging collection of printers, increase reliability, and strengthen information security, NAV CANADA turned to HP Managed Print Services (MPS) and secure pull printing software from HP Partner Pharos.



“We don’t want to manage our print services. We want to leave that to the experts so our team can focus on other projects. That’s why we chose HP MPS.”

—Anjlie Bhasin-McLaughlin, project manager, NAV CANADA



Printing is essential to NAV CANADA’s day-to-day operations, and while 80% of the organization’s printing is done at the Ottawa headquarters, the print infrastructure also must serve large and small facilities all over Canada. NAV CANADA’s printer deployment—a combination of purchased and leased devices from different vendors—was reaching end-of-life and had started to exhibit reliability issues that frustrated employees and hampered productivity.

The organization took the opportunity to address several business goals. NAV CANADA wanted to strengthen information security and reduce the infrastructure-management burden on its Information Management (IM) department, which was handling supplies ordering and printer maintenance. The company wanted improvements that would positively impact the environment and sustainability. It aimed to upgrade and optimize its print environment by placing printers of the right size and features in each facility to ensure reliable, secure, and cost-efficient business operations.

“We don’t want to manage our print services,” says Anjlie Bhasin-McLaughlin, a NAV CANADA Information Management manager. “We want to leave that to the experts so our team can focus on top priorities. That’s why we chose HP MPS.”

## NAV CANADA tackles varied needs with MPS

HP MPS combines innovative hardware, software, and services to help organizations optimize, manage, and improve their

printing and digital workflows. NAV CANADA collaborated with HP MPS to develop a deployment plan addressing the organization’s unique and varied requirements.

NAV CANADA has facilities in remote locations—such as Whitehorse in the Yukon and Yellowknife in the Northwest Territories—that cannot be reached immediately by service technicians or parts delivery, particularly in bad weather. Here, HP MPS deployed redundant printers to ensure uninterrupted service for critical printing needs. Printers in smaller facilities had to be compact enough in size not to obstruct views. Some offices needed to print 11x17 documents, but not in high volume, and some needed colour and scanning capabilities. NAV CANADA prints an estimated 10 million documents a year and wanted to control costs and reduce waste.

## Strategic mix of Enterprise LaserJet, PageWide printers

HP MPS met all of the requirements with a strategic mix of HP Enterprise LaserJet devices and HP PageWide Printers. The portfolio of printers at NAV CANADA covers the range of business needs with workflow and management features. The HP LaserJet Enterprise Flow MFPs are scan-optimized with built-in optical character recognition to streamline complex workflows.

The HP Enterprise-class devices feature the latest FutureSmart firmware, which coordinates hardware functions and enhances network security. These printers provide both whitelisting and run-time intrusion detection. Compromised firmware could open a printer

## Customer at a glance

### Application

Office printing, engineering documents, and maps for air traffic services organization

### Hardware

- HP LaserJet Enterprise MFPs
- HP Color LaserJet Enterprise MFPs
- HP LaserJet Enterprise Flow MFPs
- HP PageWide Printers

### Software

- Pharos Secure Pull Printing

### HP services

- HP Managed Print Services

### Solutions

- Security

### Supplies

- Original HP Supplies

and network to attack. With whitelisting, unauthorized firmware can't be loaded. Run-time intrusion detection identifies anomalies during complex firmware and memory operations.

When NAV CANADA wanted to combine colour capabilities with cost advantages, it chose HP PageWide Technology. Through its print innovation, HP PageWide Technology overcomes the tradeoffs between speed, quality, and cost. HP PageWide printers also bring the cost and environmental advantages of energy efficiency. NAV CANADA ensures the quality of its print output with Original HP Supplies delivered as needed.

## Elevating security further

To address NAV CANADA's information security goals—as well as to reduce the cost and environmental impact of unnecessary printing—key offices have deployed secure pull printing software from HP Partner Pharos. “The ability to go to any printer in our major centres was seen as great value for us,” Bhasin-McLaughlin says. “You can send a print job and pick it up at any printer, without worrying about it being released when you're not there.”

Pull printing, along with the implementation of print policies such as duplex and default to black-and-white printing, have enabled NAV CANADA to reduce print volume by 7% from cancelled and purged print jobs. Further reductions are targeted through change management measures including employee education. All of the incremental improvements possible within HP MPS and business reports help NAV CANADA impact the environment in positive ways.

Deploying the solution across Canada was a multi-phase effort. “HP and NAV CANADA worked collaboratively to execute and deploy printers to over 100 sites across the country,” Bhasin-McLaughlin says.

One aspect of the project was to integrate HP MPS with the flow of support calls to NAV CANADA's Service Desk. Employee calls go to the NAV CANADA Service Desk team first, which determines whether the issue is printer or network related, and escalates to HP MPS as appropriate. In addition, NAV CANADA assigned key operators to each site, responsible for high-level knowledge transfer regarding printers and for replacing the supplies cartridges that arrive after automated alerts.

## Focus on the future

After the initial rollout, NAV CANADA continues to work with the HP MPS team for ongoing optimization. HP works closely with Pharos to integrate job reporting data into the HP Managed Print Services business reviews.

NAV CANADA looked to HP as the print experts to lead and manage the deployment effort and ongoing service, Bhasin-McLaughlin indicates. “Before HP MPS, we had an aging fleet of printers and people were frustrated,” she says. “Now we have new, right-featured, energy-efficient devices with secure pull print where needed. Employees are satisfied, we have mobility and flexibility, and the Information Management department is able to focus on strategic priorities.”

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