

Enel makes security and efficiency gains with managed services



Energy multinational chooses Managed Print Services and achieves new levels of privacy, productivity and environmental-friendliness

Industry
Utilities

Objective

To optimise all document management processes, achieving greater privacy and security, more operational flexibility and lower direct and indirect costs. Implement optimised devices, multifunctional machines and effective access control solutions

Approach

Working with HP to manage all the machines and consumables 'as a service', with a campaign to inform and educate staff on the new system and how to use the machines

IT matters

- 28% reduction in number of devices, from 7,500 to 5,400 machines, optimising the users-to-printers ratio and introducing multifunction machines
- 32% reduction in monochrome print volumes and 70% fall in colour printing
- Improved in-house services, thanks to optimal use of IT staff who have more time now that HP has taken over service management

Business matters

- Increased document and information security
- Greater privacy, securing high levels of user-satisfaction
- Improved availability of document management service, now over 99%



“HP won the contract because it made the most competitive offer and because its proposal met our requirements.”

– Andrea Marchionni, head of contracts, Enel Services

Enel upgrades its document management systems, handing over management to HP in order to improve security and environmental sustainability

Enel has replaced the printers at its core and peripheral offices, opting for HP Managed Print Services (MPS) as it seeks to give its staff greater privacy, increase document management flexibility, and cut its impact on the environment. To modernise its print infrastructure and make document management more efficient, Enel chose to work with HP under a five-year MPS contract, covering machine maintenance and management as well as supply of consumables.





Challenge

A sustainability-focused group

Enel is a multinational energy company and one of the leading global integrated operators in the electricity and gas sectors, with a special focus on Europe and Latin America. The Group operates in more than 30 countries on four continents, producing energy from net installed capacity of over 89 GW and distributing electricity and gas across a network extending around 1.9 million kilometres. With over 61 million customers around the world, Enel has the broadest customer base among European competitors and its one of the continent's leading electricity companies by installed capacity.

In 2015 the Enel Group produced a total of 284.0 TWh of electricity, distributing 417.4 TWh over its own grid and selling 260.1 TWh. It generated revenue of €75.7 billion and an EBITDA of €15.3 billion.

Nearly 68,000 people work for the group. Enel manages a highly diversified set of power stations, including hydroelectric, thermoelectric, nuclear, geothermal, wind, photovoltaic, and plants running on other renewable sources. Almost half of Enel's electricity output is produced with zero carbon dioxide emissions, making the group one of the leading producers of clean energy.

In 2012 the Enel Group decided to update its fleet of document management machines (printers, copiers and scanners), aiming to make efficiency gains in terms of IT resources, performance and environmental sustainability.

Andrea Marchionni, head of contracts at Enel Services recalls: "The contract was for over 1,000 offices and had to cover printing and more general document management requirements at all locations. Our machines were showing signs of age and users were not happy with either their reliability or privacy. The call for bids was quite generic: it outlined the characteristics of the services we wanted but left vendors free to use their own technologies. After the initial screening, we selected a shortlist of three companies offering the right technology to meet the contract requirements."

HP was one of the companies to bid and had previously held a one-off assistance contract for Enel-owned machines. HP won the contract because it made the best financial offer and also met all the contract requirements set out better than its competitors. Enel and HP will therefore work together for 60 months (plus 18) under a series of exacting SLAs, which will be continuously updated to ensure ongoing service improvements.

Marchionni continues: "We wanted to change the management system, moving to a comprehensive Managed Print Services model. In doing so we hoped to free up valuable IT resources and increase continuity within our fleet of machines, as well as benefiting from a better cost structure."



Solution

A range of machines to suit everyone's needs

This was a complex project because it involved over 1,000 offices (including about 40 headquarters), around 40,000 employees and an initial number of machines totalling 7,550, including shared and personal printers, faxes and copiers. Enel wanted to standardise its machines across Europe, both in terms of technological advancement and service levels, adapting the start dates of the various MPS contracts accordingly.

HP and Enel began by working together very closely, analysing the needs of each office and user, checking the scope for improvements and savings. It opted for a mixed range of machines to serve users' diverse needs, while ensuring that it did not have to endure drastic changes and productivity drops.

The changes were significant; they were communicated to tens of thousands of users across all offices through a smart and effective communications campaign devised jointly by Enel and HP, designed also to inform employees about environmental sustainability, the importance of double-sided printing and sparing use of colour printing.

In the end 5,400 new LaserJet devices were installed (28% fewer than in the previous configuration), at least one multifunction device was retained in each office, to enable efficient digitalisation of documents and cutting-edge document management.

Latest-generation hardware was combined with various HP software solutions, especially for controlling accesses and protecting user privacy. Specifically, HP Access Control Secure Pull Printing was deployed to ensure that documents can only be printed when the user that started the print job is physically present, identifying themselves with a company badge or PIN code.

Marchionni says: "This way of ensuring privacy was much appreciated by users but also had an important side effect: it made a substantial contribution to the fall in the number of pages printed, the total number of which has plummeted from 242.2 million at the start of the project to 137.5 million today, with a 32% reduction in monochrome printing and a 70% fall in colour printing."

Under the new MPS contract, Enel pays an all-inclusive per-page cost and HP takes care of managing the entire fleet of machines, from assistance to maintenance, and supplies of paper and toner to disposal of consumables.

Benefits

Privacy, efficiency, sustainability

This important project has had multiple benefits for the Enel Group. Firstly, the switch from a basic service to a comprehensive Managed Print Services has enabled the IT department to free up valuable resources and raise device availability rates, now above 99%.

In terms of costs, the new model and the number of pages printed – which has fallen drastically thanks to the new technologies and more careful use – has brought a net saving and seen document management move from fixed costs to variable costs.

Customer at a glance

Applications

- HP Access Control Secure Pull Printing

Hardware

- HP LaserJet Enterprise 700 Color MFP M775f
- HP LaserJet Enterprise 600 Printer M602dn
- HP LaserJet Enterprise P3015dn
- HP LaserJet Enterprise 500 MFP M525f

HP services

- Managed Print Services

Marchionni says: “These benefits are intertwined with another set of advantages that we hoped to achieve alongside HP: environmental sustainability. The new machines have less impact than the previous ones, and the fact that we now print 140 million fewer pages, thanks mainly to double-sided printing and Pull Printing, has a positive effect in terms of paper, pollution from toner, and energy savings.”

“The relationship with HP is a true partnership. We are on a journey together, which allows us to adapt the rules as we go, to find even better solutions.”

– Andrea Marchionni, head of contracts,
Enel Services

Of course, Pull Printing and access controls also perform their primary function: guaranteeing information security and user privacy, which was among the most important requirements of the project. Moreover, HP software solutions enable direct and wireless printing from smartphones in offices where this has been enabled.

Together with HP, Enel monitors consumption levels on a daily basis, continuously improving the existing high levels of document management efficiency. “Every month a report is generated,” says Marchionni, “that allows us to monitor monochrome and colour printing, guiding users’ actions accordingly.”

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