

## Case study

# Clark Public Utilities

HP MPS simplifies management and relieves IT staff while lowering costs



**Industry**  
Utility

### Objective

Clark Public Utilities wanted to increase operating efficiency and get out of managing supplies by using a managed print services approach

### Approach

Transition from a self-maintained program for its print environment to HP Managed Print Services to support its fleet of HP PageWide Enterprise and LaserJet printers and supplies

### IT matters

- Supplies inventory management automated with just-in-time delivery
- Consistent HP service and support for the print environment generating nearly 5 million pages annually
- HP supports entire fleet of printers through HP MPS, regardless of standard warranties

### Business matters

- Increase efficiency and help streamline operating costs with HP MPS to avoid rate hikes for customers
- Remove the burden on in-house IT staff with HP MPS
- Eliminate \$20,000 of supplies inventory and the associated waste with the HP MPS on-demand supplies alerts and just-in-time delivery process
- Enhance productivity with the speed, performance and scanning features provided with HP PageWide Enterprise MFPs



**“Going with HP MPS was an easy decision. HP would manage the print environment for us, our IT staff would regain their time to focus on running the business, and the overall cost was less. Everything about HP MPS was positive.”**

— Mike Harris, CIO, Clark Public Utilities

### Clark Public Utilities moves to HP MPS to simplify printer and supplies management

Clark Public Utilities had already standardized its printer fleet with HP devices and was early to adopt HP PageWide Enterprise MFP printers for their speed and cost efficiency. But the day-to-day management of nearly 100 devices was a drain on the small IT staff, and Clark Public Utilities wanted to take further steps to add efficiency. When a trial of HP MPS demonstrated a solid list of benefits, the decision was easy. The company opted to move to HP MPS to automate supplies inventory management and handle all service and support.





## Delivering customer service

### Award winner nine consecutive years

Clark Public Utilities provides electricity service to more than 193,000 customers and water services to some 30,000 homes and businesses in Clark County, Washington. Its guiding principle is to deliver excellent customer service to its ratepayers, and operating efficiently helps enable the public utility to fulfil that commitment. Clark Public Utilities received its 9th straight award this year from JD Power for ranking “Highest in Customer Satisfaction among Mid-Size Utilities in the West.”

“No one likes rate increases. We help keep ours low, few and far between by deploying smart technology and solutions,” says Mike Harris, CIO of Clark Public Utilities.

Two years ago, Clark Public Utilities transformed its print fleet by standardizing to a number of HP printers, initially the HP PageWide Enterprise Color MFP X585 and then the HP PageWide Enterprise Color MFP X586. In addition to combining print, scan, fax and copy functions, the PageWide Technology printers deliver unrivalled print speed and up to 40% lower cost per page of color lasers. A full enterprise feature set includes management, mobile printing options, extensibility, consistent firmware, and security.

## Standardizing on HP PageWide Enterprise MFPs

### Automating document processing

“We deployed the HP PageWide Enterprise printers as the standard printer/copier/MFP device at any location using 8.5 x 11 in. or legal paper. This helped us automate document processing for our low-income citizens,” explains Harris. “We deal with funding and grants and need to copy and file applicants’ driver’s license, social security card, tax returns and so on. The HP PageWide MFPs help streamline that document workflow and storage.”

“We always use Original HP Supplies. We tried remanufactured cartridges, but figured out pretty quickly that the print quality was poor and deteriorated over time.”

– Mike Harris, CIO, Clark Public Utilities.

Clark Public Utilities currently produces nearly 5 million pages annually, including around 200,000 billing statements per month as its primary print output and 35,000 report pages per month. These are complemented by large format, detailed maps and engineering plans produced on HP DesignJet printers. The PageWide Enterprise printers enabled the organization to double print speeds and reduce energy consumption by 25 percent, compared to the printers they replaced.

“We lower energy consumption as HP PageWide printers replace larger devices that cost more to operate,” Harris says. “Fundamentally, we’re all about conserving energy. We know what it costs to produce electricity, and even though we generate it, we still pay for it. We want to make sure people are efficient in their use of electricity.”

HP PageWide Enterprise printers offer performance, speed and premium print quality in a smaller form factor than older devices, explains Harris. “PageWide Technology delivers business-rugged reliability with MFP features that support document workflow. HP PageWide Enterprise printers change the game for what businesses can expect,” he says.

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As Clark Public Utilities is continually challenged to drive further improvements, Harris sensed additional efficiencies could still be realized. Although it had refreshed its print environment, the organization was in charge of managing it in house with a small IT staff responsible for the entire infrastructure. The time spent by the IT team on print-related demands and inventory management could be better directed more strategically. That led Harris to explore the potential of a managed print contract.

### Supplies inventory challenges

“Previously, we had a whole wall of cartridges and toner with little or no control of what was used when. Older supplies at the back would expire before use; printers would be retired, but we’d still have the useless supplies left on the shelf. It was a huge waste,” adds Harris. “By migrating to a just-in-time model with HP, we were able to eliminate a \$20,000 inventory of revolving supplies cartridges and all of the manual work to keep the high-demand supplies on hand. With the transition to an HP MPS contract, HP handles every aspect of supplies, inventory, service and support.”

HP MPS provides a customizable set of solutions for Clark Public Utilities, including imaging and printing devices, network print management software, supplies, support, professional services, and printer features supporting document workflow processes.

### Original HP Supplies

Under HP MPS, Clark Public Utilities has nearly 100 HP printers, which produce about five million pages per year. “With the MPS agreement, we can set each printer with an alert for replenishment. When a printer triggers an alert, the cartridge arrives and is placed by the printer. This means we have no real inventory to speak of and minimal manual intervention is required,” continues Harris. “We always use Original HP Supplies. We tried remanufactured cartridges, but figured out pretty quickly that the experiment failed. The print quality was poor and deteriorated over time.”

Following a 90-day trial with HP MPS, Clark Public Utilities converted to a five-year HP MPS contract. “During the trial, we were spending less with HP MPS than doing it ourselves, and the IT team was relieved of the time spent for printer management and support. Moreover, under the terms of the MPS program, HP supports the entire fleet of printers through HP MPS, regardless of standard warranties.”

## Customer at a glance

### Applications

General office printing, reports, customer bills, newsletters, engineering drawings

### Hardware

- HP DesignJet large format printers
- HP LaserJet Enterprise M806dn
- HP LaserJet Enterprise 700 color M775 series printers
- HP LaserJet Enterprise 500 series printers
- HP PageWide Enterprise X585dn/X586f

### HP services

- HP Managed Print Services
- Original HP Supplies

With the new HP MPS in place, Clark Public Utilities can enjoy reliable, high-quality printing, copying and scanning, without any of the workload associated with managing a printer fleet. Internal resources are now focused more strategically. Furthermore, the organization has been able to retire its entire photocopier fleet and replace them with HP PageWide MFPs.

“During the trial, we were spending less with HP MPS than doing it ourselves, and the IT team was relieved of the time spent for printer management and support. There is simply no reason not to go with HP MPS.”

—Mike Harris, CIO, Clark Public Utilities.

“With HP MPS, there are savings in real, hard costs as well as the intangible, soft costs of employee efficiency and reallocating IT resources. HP MPS positively impacts both. The benefits are clear, and there is simply no reason not to go with HP MPS,” remarks Harris.

“We have a single vendor philosophy, where possible, because it naturally reduces variables and promotes consistency, which helps us make everything run more smoothly. Overall, introducing HP MPS has relieved the management burden internally, made costs entirely transparent and lowered energy demands from printers, all while delivering best-in-class print quality, speed and performance.”

Learn more at  
[hp.com/go/MPS](http://hp.com/go/MPS)  
[hp.com/go/PageWide](http://hp.com/go/PageWide)

Sign up for updates  
[hp.com/go/getupdated](http://hp.com/go/getupdated)



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<sup>1</sup> For speed comparisons, see [hp.com/go/printerspeeds](http://hp.com/go/printerspeeds).

<sup>2</sup> 40% lower color cost-per-page compared with color lasers: Comparison of HP PageWide Pro and Enterprise class devices, not sold under contract, with the majority of in-class color laser MFPs < \$3000 USD, and color laser printers < \$1249 USD as of November 2016; market share as reported by IDC as of Q2 2016. Cost per page (CPP) reported by gap Intelligence Pricing & Promotions report Oct 2016, comparisons for all supplies are based on published specifications of the manufacturers' highest-capacity cartridges and page yield. Average yield based on ISO/IEC 24711 and continuous printing. Actual yield varies based on content of printed pages and other factors. For details see [hp.com/go/learnaboutsups](http://hp.com/go/learnaboutsups).

