

Merck KGaA, Darmstadt, Germany secures global control of printing



HP Managed Print Services project rolls out 4,000 printers across 51 countries

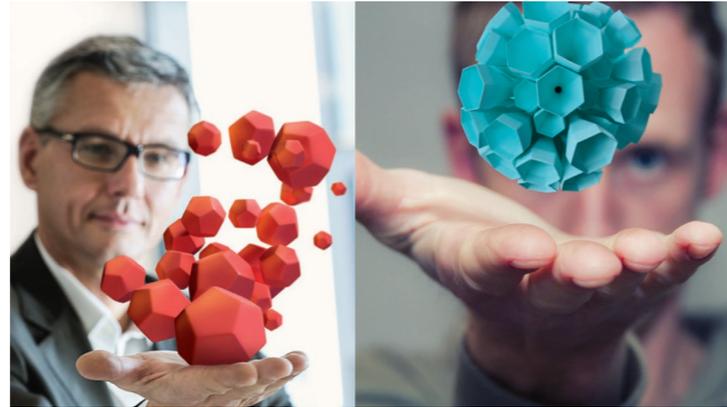
Industry
Science and technology

Objective
Increase the efficiency and security of global imaging and printing environment

Approach
Issued a Request for Proposal (RFP) for Managed Print Services (MPS); down-selected to four vendors then conducted Proof of Concept (POC) testing on two

- IT matters**
- Consolidates the printer fleet by 45% to combine power saving with less cost and management
 - Increases print efficiency and functionality with multifunction devices and HP PageWide technology
 - Enables print defaults to be imposed to reduce paper waste

- Business matters**
- Enables a potential reduction of 33.6 million pages a year with huge cost and environmental benefits
 - Delivers global control to extend the corporate security culture to the print environment
 - Empowers staff to print anywhere, anytime on a global basis



“HP is a strategic supplier and strategic partner and we hope to move this to a bigger relationship where we could use HP 3D print technology.”

– David Revich, global head of customer excellence, Merck KGaA, Darmstadt, Germany

Taking control of a global landscape
Science and technology giant Merck KGaA, Darmstadt, Germany runs a global print environment that spans over 60 countries and generates 112 million pages a year. It has seen the benefit of HP Managed Print Services which has enabled it to consolidate its fleet, reduce printed pages and gain better control of its print costs.

Challenge

Lack of cohesive control and need to increase security
Merck KGaA, Darmstadt, Germany had a siloed print landscape spread over many countries. It wanted to reduce the size of its 7,000-strong printer fleet while maintaining print security and cost control.

Solution

Rationalisation of siloed fleet
A multi-vendor HP Managed Print Services contract with new fleet of HP LaserJet Multifunction and OfficeJet Printers powered by HP PageWide technology. Management and security are provided by Nuance SafeCom Pull Printing, HP JetAdvantage Security Manager and HP Capture and Route.

Benefits

Global print capability
Fleet consolidation, increased print efficiency and security as a result of multifunction devices and HP PageWide technology. Enables print defaults to be imposed to reduce paper waste and empower staff to print anywhere, anytime on a global basis.

“I believe that we will save a lot, not just financially but also when it comes to paper and we eagerly await data on that. The biggest single benefit will be the ability to print anywhere, anytime. If I travel from Boston to our headquarters in Darmstadt, Germany, I will be able to print no differently there than I can here.”

– Scott Lacey, head of customer excellence for the Americas, Merck KGaA, Darmstadt, Germany

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