

Case study

Leading accountancy firm deploys new print environment in two months



HP supports the delivery of more efficient print in Korean financial services sector

Industry
Financial Services

Objective
Build a connected and secure global printing solution

Approach
Researched the market for a suitable managed print solution

IT matters

- Provides the same printing services anywhere in the world
- Delivers 100% document security compliance
- Covers the management of a variety of printers and print materials

Business matters

- Improves work efficiency by reducing waste through solving printer malfunction and toner use problems
- Increases employee understanding of document security

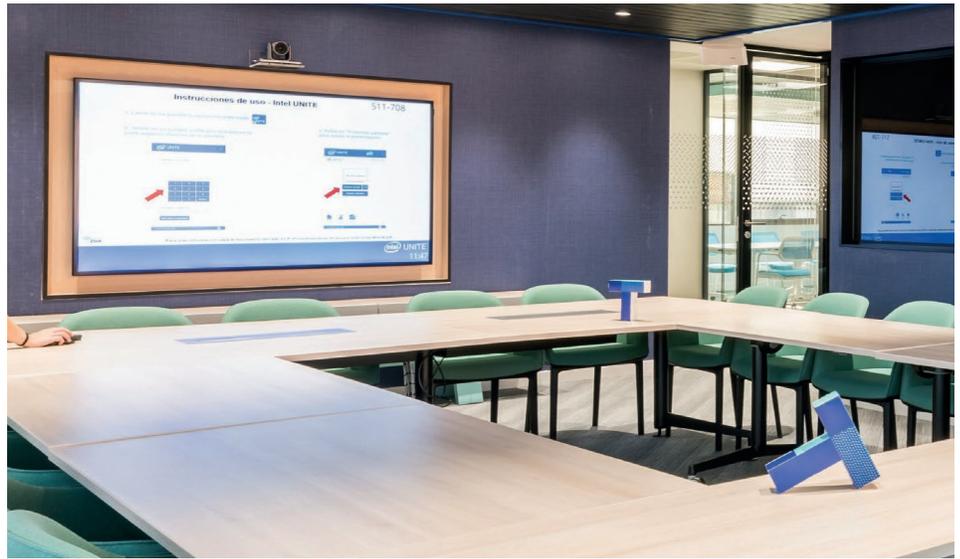


“Through the adoption of the HP Managed Print Services solution we have significantly improved the strength of our document security and have developed a global comprehensive document printing environment. HP’s communication and cooperation was excellent and a project that was expected to take six months was completed in just two months.”

– Deputy department head of IT services

HP Managed Print Services improves document security

An international accountancy firm had a disjointed multi-vendor print environment that compromised efficiency and led to security and compliance issues. HP delivered a fleet refresh and managed the creation of a global print environment.



Challenge

Problems of multi-vendor environment

Part of an enterprise employing more than 200,000 people across 150 countries worldwide, a leading Korean accounting consultancy business has experience in a wide variety of industries and provides highly differentiated services through its employees' knowledge and expertise.

The Korean firm was using a complex print system using a variety of printer vendors which meant that the print environment was different from office to office. Because of this, the company's headquarters was receiving complaints about printers and the management of security issues. There were also problems with compliance. Its headquarters had a One Print Environment strategy and in accordance with this policy, the Korean offshoot decided to develop a comprehensive global print environment.

An IT service employee explains: "Because we have offices in over 150 countries worldwide, it is very important for competitiveness that sharing work is smooth and easy."

The business required a global comprehensive document printing environment which would mean that employees would be able to print the same way, anywhere in the world. Additionally, it would mean that the company's printing services would follow compliance regulations and maintain document security with the goal of improving efficiency and response times.

Solution

Streamlined print management

After researching the market, the accountants decided that the best fit for its needs was a Managed Print Services (MPS) arrangement implemented by HP. It would enable the firm to develop a comprehensive, global print environment and would provide a best-in-the-world level of service, experience and expertise.

The MPS was accompanied by a refresh of the printer fleet and 50 multifunction and single function printers and card readers were installed in two months. Additionally, HP provided back-end support with server components and Nuance Equitrac Print Management software to solve the compliance issues.

To achieve these goals, HP worked closely with the Korean customer, its headquarters, Nuance and other partners to develop a cooperative system and move the project forward. During the project preparation phase, weekly conference calls were held with each of the partners to investigate all potential problems. Throughout the project implementation phase, daily conference calls were used to check on the progress of individual sites, prepare necessary details and make sure that decisions were made cooperatively.

Customer at a glance

Hardware

- HP LaserJet Enterprise MFP M630h
- HP Color LaserJet Flow MFP M880z
- HP LaserJet Ent Flow MFP M830
- Nuance Equitrac card readers

Software

- Nuance Equitrac Print Management
- Nuance eCopy ShareScan Essentials

HPE Services

- Deployment, training, relocation and tech support

A manager says: “Normally, the development of a global comprehensive document printing solution would take approximately six months. We certainly expected it to take that long. However, HP came in with a proposal that cut the project length to two months, which was one third of our expectations.

“Because of HP’s experience with global projects like this, especially those with hardware solutions and across different time zones, it could satisfy all our project and quality specifications. During the project implementation phase, HP quickly and systematically moved the job forward and delivered a successful project, efficiently dealing with the particular Korean characteristics of our company. The combination of reduced project timeline and excellent results was very impressive.”

Benefits

Compliance issues eliminated

Using its experience in the MPS market, HP supported the creation of a global comprehensive document printing environment

and the development of solutions to meet the customer’s criteria for document management and security.

HP was able to connect effectively with the company’s headquarters and local businesses to provide a system that allows the same document printing services to be available anywhere, with the appropriate identification.

Additionally, the management of documents, the prevention of security errors and the ability to quickly and effectively respond to incidents were improved. On top of that, the project increased productivity and efficiency by reducing waste, malfunctions and issues caused by insufficient toner. It has also helped to change the printing culture at the company’s office through strengthening the employees’ responsibility for printing.

The manager evaluated the project: “We have been completely satisfied with the abilities and service we saw from HP in the process of completing the global comprehensive document printing environment project.”

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