

City of Mühldorf am Inn optimises print output



HP PageWide devices and Partner Managed Print Services
reduce print costs by 20%

Industry
Public services

Objective
Replace laser printers and implement centrally-managed printer infrastructure and an automated ordering system for consumables

Approach
Compared various technologies before deciding on HP PageWide printers and multifunction devices and a HP Partner Managed Print Services (MPS) contract with Kaut-Bullinger

IT matters

- Centralises the administration of the new printer environment with HP Web Jetadmin software
- Reduces the workload on the IT team through a MPS contract, including automated toner orders

Business matters

- Delivers operational cost savings of around 30% per printed page due to HP PageWide technology (energy savings and cheaper consumables)
- Saves 20% on previous contract despite now having an extra four devices and an automated ordering system for consumables
- Improves quality of print output, while reducing fine dust pollution to an absolute minimum



“The HP PageWide printers and multifunction devices have impressed us in every respect. The print quality is very good, the devices are fast, and our staff can now change the ink cartridges easily.”

– Martin Unterstraßer, head of IT at the City of Mühldorf am Inn



Sustainable printing with energy-efficient devices and no fine dust pollution

The City of Mühldorf am Inn has replaced the majority of its laser printers with HP PageWide devices that work with patented inks. The City no longer has to worry about fine dust pollution, and saves around 60% on the energy costs associated with its printers. A Managed Print Services contract with HP Partner Kaut-Bullinger provides the City with an automated supply of consumables.

Customer at a glance

Hardware

- 7 x HP PageWide Pro 477 MFP
- 30 x HP PageWide Pro 452

Software

- HP Web Jetadmin

HP services

- HP Partner Managed Print Services

About Kaut-Bullinger Büro-Systemhaus

Based in Taufkirchen, Kaut-Bullinger Büro-Systemhaus specialises in efficient organisation and equipment for workplaces. It installs and connects a range of powerful technologies, manages consumables supplies intelligently and proactively, and tailors its customers' offices to suit them with all the equipment and furniture they need. Kaut-Bullinger aims to guide its customers through every stage of the purchasing process, from analysis and consultation to planning and implementation. With its manufacturer-agnostic full service concept, it combines a broad range of services and products with a solid foundation of in-depth analysis and consultation.

Challenge

Centralising the printer estate

The district capital city of Mühldorf am Inn lies in the charming landscape of the northern Alpine foothills. Its administration employs 85 staff across five offices. Together, these employees offer a wide range of services for the area's approximately 20,000 residents.

The City prints around 55,000 pages per month, 20,000 in colour, the rest in black and white. These cover all kinds of different documents. The residents' registration office and register office print a variety of certificates, the buildings office prints tenders and orders for companies, the music school produces letters for its students, and the library and cultural office often print A3 and A4 posters for their events. "In some cases, our staff need very high-quality prints, particularly when the documents are for our local residents," says Martin Unterstraßer, head of IT.

The City of Mühldorf's printer landscape was comprised of a number of different laser printers. The IT team did not have a central administration system, and toner was ordered on an ad-hoc basis. The team then had to take time out to replace the toner cartridges for the individual offices. As the laser printers were coming to the end of their service lives, Unterstraßer wanted to take the opportunity to move to a new infrastructure. His goal was to implement a centrally-managed printer environment and an automated ordering system for the consumables.

"We also wanted to use an alternative technology to laser for the printers that are located very close to our staff's workstations," says Unterstraßer. The aspects of reducing emissions and saving energy in the workplace were very important to the City as part of its sustainability efforts.

Solution

Replacing laser with HP PageWide

The City's IT team compared a number of non-laser printers and tested them in various departments over an extended period. These devices used technologies such as gel, wax and ink. HP PageWide devices, which use pigmented inks, proved the best solution.

The City chose to purchase seven HP PageWide Pro 477 MFPs and 30 HP PageWide Pro 452 devices. Under their HP Partner Managed Print Services (MPS) contract, Kaut-Bullinger is responsible for providing repair and maintenance services for the devices and for ensuring an automated supply of consumables.

As soon as the ink level in any of the printers drops below 10%, the device automatically notifies Kaut-Bullinger that a new cartridge needs to be ordered. "This also means that we no longer have to store spare ink at the offices," adds Unterstraßer.

"I have to admit that we were sceptical at first as to whether ink-based printers really would meet the needs of our employees," he continues. A visit to the HP partner Kaut-Bullinger Büro-Systemhaus in Taufkirchen, however, put the team's minds at rest. Kaut-Bullinger Büro-Systemhaus not only won the bid for the delivery and rollout of the HP PageWide devices, but also for providing ongoing services.

Benefits

Print costs reduced by 20%

The cost of running the devices is now 20% lower than previous, despite the new MPS contract covering four additional devices. In addition, the new printers generate extra savings in terms of electricity and consumables costs.

"In practice, our users have been really impressed with HP PageWide. The print quality is very good, the devices are fast, and staff can change the ink cartridges easily," says Unterstraßer.

Another advantage for the IT department is the HP Web Jetadmin software, which enables the team to manage the entire printer fleet centrally. "Service jobs have been reduced to a minimum," concludes Unterstraßer.

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