

Pasadena Unified School District

District improves service, cuts costs with HP MPS

Business Need

- Improve printer service response and cost efficiency, while reducing internal IT support requirements; consolidate print environment

HP Solution

- Engage HP Managed Print Services

Client Outcome

- Speed service response time from 2-4 days to within 24 hours
- Reduce number of printers by more than 30%
- Supplies delivery eases inventory management
- Free IT staff for strategic initiatives
- Increase end-user satisfaction; eliminate complaints
- Engage with vendor that proactively recommends optimization
- Identify \$5,000 in savings over first contract year
- Support transition to digital workflows



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“Every decision is driven by cost and customer satisfaction. HP MPS delivers service end users rave about. At the same time HP finds ways for the District to reduce costs.”

—Tendaji Jamal, Chief Technology Officer
Pasadena Unified School District