

Original HP cartridges deliver long term-solution for INDEVCO



INDEVCO discovered Original HP supplies beat non-HP cartridges for output and print quality

Industry
Manufacturing

Objective
Test the viability of using non-HP cartridges to save money

Approach
Conducted controlled trials on compatible cartridges

- IT matters
- From the customer's perspective, the yield of non-HP is up to 50% lower than Original HP Supplies
 - Compatibles have a high rate of cartridges leaking toner into the office environment
 - Paper usage increased and time wasted by need for reprints

- Business matters
- Print quality and colour reproduction of compatibles is not of the required business standard
 - Poor environmental footprint due to increased paper usage and lack of recycling programs
 - Lost productivity because of printer unit failure



“During trials, I have confirmed that every compatible toner is a total failure in the long run. You may save money initially but you can lose your printer. The page yield is very low, you will have to re-print because of poor quality and ultimately you will lose money.”

– John El-Kareh, manager, Purchasing Control Department, INDEVCO Group

Trials discredit compatibles

Lebanese manufacturing group INDEVCO has extensive print needs that require some 3,500 ink and toner cartridges a year. Following management suggestions on saving money with non-HP consumables, INDEVCO trials have revealed multiple problems that make this a false economy.



Challenge

Reduced print costs

INDEVCO prints 300,000 pages a month and uses around 3,200 ink and toner cartridges a year, therefore controlling costs was essential. They used a combination of remanufactured and Original HP cartridges to keep costs down, but found that the cheaper non-HP cartridges came with unexpected hidden costs relating to replacing defective cartridges and print repairs as a result of cartridge related damage.

Solution

Compatible cartridge trials

INDEVCO replaced the remaining non-HP cartridges with Original HP cartridges in all its HP LaserJet P2015 printers. Initial tests conducted by INDEVCO show that page yield on the non-HP cartridges are up to 50% lower compared to Original HP cartridges.

Benefits

Big Deal discounts

All hidden costs for repairs and cartridge replacement have been eliminated and INDEVCO receives a cartridge discount under the HP Supplies Big Deal Program – all helping significantly drive down costs. Staff no longer deal with cartridge related issues, enabling greater productivity by having more time to focus on their responsibilities.

“If someone came to me for advice on using non-HP cartridges, I would certainly tell them to think twice. I would recommend Original HP cartridges. I will never go back to using compatible cartridges.”

– John El-Kareh, manager, Purchasing Control Department, INDEVCO Group

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