Kennewick School District

HP MPS centralizes print environment, reduces helpdesk demands and delivers ROI

Industry
Education

Objective
Centralize printer management, reduce service costs and relieve IT staff of print service and support

Approach
Leverage HP Managed Print Services to gain a complete view of print management and expenditures and eliminate issues with remanufactured toner and service costs

IT matters
- Streamline supplies management
- Leverage Original HP Supplies
- Reduce IT service calls with HP Managed Print Services

Business matters
- Reduce service calls and maintenance with HP MPS, freeing IT staff and resources to meet high demand of IT helpdesk
- Reduce costs of print support with HP MPS providing technology and service
- Provide reliable print service to staff and students and eliminate printer downtime with faulty remanufactured toner lower paper usage and easier disposal

"By implementing HP MPS, we've practically eliminated printer problems with big cost savings over managing it ourselves. That's a great combination!"

– Ron Cone, Executive Director of Information Technology, Kennewick School District

Implementing managed print environment delivers insight and savings

Washington's Kennewick School District is comprised of 23 schools for K12. With printers in almost every classroom location, as well as administrative offices and libraries, print management was dispersed. While the IT department was responsible for printer purchasing and maintenance, individual schools and teachers were responsible for purchasing toner. As a result, they found themselves with remanufactured toner from various sources, which created issues with leaking toner, streaking on pages, increasing service calls and inventory waste. Relying on HP MPS has given the District insight into the overall print infrastructure and its true costs, while reducing service calls and maintenance expenses.

Customer at a glance

Industry:
Education

Company name:
Kennewick School District

Location:
Kennewick, Washington

Website:
www.ksd.org

Challenge

Gain insight, eliminate waste

Kennewick School District is in southeast Washington State along the Columbia River and the Lewis & Clark Trail. The District includes 19,500 students in a Tri-City area of Kennewick, Pasco and Richland and is comprised of 23 schools for K12.

The District made the decision several years ago to transition to HP Managed Print Services. Prior to adopting HP MPS, Kennewick School District was a satisfied user of HP printers, with a majority of its print fleet comprised of HP LaserJet Enterprise M605dn and HP Color LaserJet Pro M452dn devices. The IT department managed printer selection and service, however, toner and supplies were expenses left to the individual budgets for each school or classroom. As is common when IT staff is not responsible for supplies procurement, the purchasing decision makers opted for remanufactured toners from multiple sources, based solely on cost.

IT staff became overwhelmed with service calls and maintenance issues around printer problems resulting from remanufactured toner leaking into printers. "One particular vendor who sold remanufactured cartridges, stood behind the product with printer service," says Ron Cone, Executive Director of Information Technology, Kennewick School District, "but his technicians were so overwhelmed, even that wasn't a workable solution."

With schools and teachers buying supplies, it was typical to accumulate an assortment of excess supplies inventory. "When schools were managing their own supplies," says Cone, "we would get emails at the end of the year saying they have 5 of these toners if anyone still has that printer. And of course, typically, it was an old printer no one had anymore." With no centralized view of inventory and supplies management, the District did not have a true sense of what printing costs were and how much of its budget might be wasted.

Solution

HP MPS and Original HP Supplies relieve IT Staff

The District was transitioning to MPS just as the IT department was reduced through attrition. The IT team had long estimated that the majority of helpdesk service calls were printer related, specifically as a result of printer downtime due to issues with remanufactured toner. Without adding IT staff, the District opted for help from HP management tools and exclusive use of Original HP Supplies. "Just as we expected, printer-related service calls evaporated and the cost of HP MPS was less than we were spending previously," says Cone.

The nature of service calls also shifted from that of printer problems to other, often simpler, inquiries. "For us, our helpdesk is swamped at the beginning of the school year. If you eliminate those extra toner-related calls, in the same day, our staff can take an extra 10 calls about software or new deployments, instead of streaks on pages and toner leaks," says Cone.

Benefits

Lower costs, fewer complications

As HP MPS provides the District with a centralized view of its print environment, and it is able to better report ROI and savings through use of PaperCut software for metrics tracking. With delivery of HP Original Supplies, the printing experience is improved, toner-related service calls and maintenance issues disappear, toner inventory waste is eliminated and IT staff can address other helpdesk needs.

Looking back, Cone explains, "By implementing HP MPS, we've practically eliminated printer problems with big cost savings over managing it ourselves. That's a great combination!"

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