

Case study

SPIE restructures print approach to transform operational efficiency



HP multifunction printing solutions deliver secure, optimised printing

Industry

Heating, ventilation, and air conditioning (HVAC) and electrical services

Objective

Following its reorganisation, SPIE wanted to pursue its commitment to reducing printing costs and to set its expenditure based on the needs of each site

Approach

To achieve its objectives, SPIE launched a consultation in 2017 with a range of printer manufacturers to obtain a Managed Print Services solution to its printing needs

IT matters

- Genuine oversight of all devices thanks to the tools available through HP Managed Print Services
- A maintenance service provided by HP
- Dynamic, automatic delivery of consumables

Business matters

- A 30% reduction in costs
- A 20% reduction in the number of devices
- Cost per page adjusted according to each site's operations



“We wanted a Managed Print Services solution, as well as a provider able to deliver flexibility to our sites which use printing solutions based on multifunction machines and plotters.”

– Frédéric Mirra, head of IT infrastructure and support, SPIE France



SPIE improves its productivity with HP Managed Print Services

With more than 500 sites, SPIE is active throughout France and has a printer fleet comprising 1,800 printers, multifunction machines and plotters. To optimise its costs, SPIE reaffirmed its ongoing confidence in HP. This has resulted in a fleet optimisation of over 20%, budget savings of 30% and a variable cost per page.



Challenge

Reducing print costs

Independent European leader in multi-technical services in the energy and communications sectors, SPIE supports its customers to design, implement, operate and maintain energy-saving, eco-friendly systems. With more than 46,500 employees and a strong local presence, SPIE achieved, in 2017, a consolidated turnover of 6.1 billion euros and a consolidated EBITDA of 388 million euros.

Although the collaboration between SPIE and HP goes back more than 10 years, SPIE has always asked HP to recommend reliable machines for each site that can be used by anyone on a daily basis. Regardless of the type of machine in question - printers, multifunction machines or plotters - the service must be provided without the need for an IT specialist on-site or nearby. In some cases, SPIE also supplies staff to external sites. SPIE therefore needed a large-scale provider capable of responding to the company's expectations in terms of service quality, such as the ability to take prompt action if machines breakdown and to deliver consumables on time.

SPIE began implementing a print optimisation plan in 2005, on the back of an HP Managed Print Services contract. There were two major development phases in the contract, in 2012 and 2017, to enable the company to make further progress in terms of optimising and monitoring its fleet.

Solution

Managed, scalable printing services

When SPIE extended its contract with HP Managed Print Services again in 2017, the company wanted to further develop its historic partnership with HP to meet four objectives: proactive equipment monitoring, efficient action in the event of breakdowns, dynamic, automatic scheduled delivery of consumables, and differentiated usage costs.

Rather than entering into a traditional contract with a cost per page and a monthly bill for each piece of equipment, SPIE wanted to establish an agile partnership which would allow it to scale its printing services based on each site's business activities.

The third phase rollout of the print optimisation plan, in place since December 2017, covers an HP printing fleet comprising 1,400 devices including some equipped with the new generation of PageWide. The HP Managed Print Services contract also includes a dedicated secure mobile printing service at head office, sophisticated fleet management and monitoring using the latest version of HP Web Jetadmin and use of the dynamic universal print driver which makes printer servers a thing of the past.

Customer at a glance

Hardware

- HP PageWide Managed Color MFP E77660
- HP A3 PageWide Managed P77740dn
- HP PageWide Managed P77750z A3 Printer Multifunction
- HP PageWide Managed P57750dw Multifunction
- HP OfficeJet Pro 7740 A3 Multifunction
- HP OfficeJet Pro 8210 Printer
- HP OfficeJet Pro 8218 Printer
- HP Color LaserJet Managed MFP E87650dn A3
- HP Color LaserJet Managed E65050
- HP LaserJet Managed E60065 dn
- HP LaserJet Managed MFP E82540dn
- HP Color LaserJet Enterprise M750 Printer
- HP LaserJet Enterprise MFP M527dnm
- HP LaserJet Pro MFP M426m
- HP LaserJet Pro M402m
- HP DesignJet T2530 Printer
- HP DesignJet T1530 Printer
- HP DesignJet T930 Printer
- HP DesignJet T7200 Production Printer

Software

- HP Web Jetadmin
- HP Universal Print Driver
- HP Remote Management
- HP Access Control Secure Pull Printin
- HP Mobile Printing

HP services

- HP Managed Print Services

“We wanted a Managed Print Services solution to guarantee the quality of service offered to our internal clients (and to therefore allow SPIE’s IT service to concentrate on value-added activities), as well as a provider able to deliver flexibility to our multi-site configuration which uses both word-processing and technical printing solutions,” says Frédéric Mirra, head of IT infrastructure and support, SPIE France.

“Printing expenditure can now be significantly reduced in the IT system’s budget, and the level of operational service can be adjusted based on the specific pressures and business areas of each site,” asserts Mirra.

“We can now optimise our expenditure because the service provided can be adapted based on operational priorities and each site’s printing requirements.”

– Frédéric Mirra, head of IT infrastructure and support, SPIE France

Benefits

Cost reductions at all levels

This operation has multiple benefits for SPIE. The company is going to remove all its printer servers and reduce the total number of devices from 1,800 to 1,400. The number of models in use will therefore reduce from 78 to 37, as a result of the flexibility of the billing model and in line with technical needs. SPIE has now reduced its printing budget by 30% and should also see a 10% decrease in its printing volume.

The rollout of the latest generation devices, and PageWide in particular, represents a significant improvement in terms of efficiency and environmental impact. SPIE will see its energy consumption reduce by 55%, which will in turn reduce CO2 emissions by 35%.

SPIE regards HP as a real asset and a strategic partner which is helping it to adjust its infrastructure to respond to technological pressures and continue to provide a high level of customer service.

“We can see that HP is already developing the technologies of the future and we are in tune with it in this regard. Its development plan corresponds to our needs,” concludes Mirra.

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