

## Case study

# City of Fontana improves print quality with Original HP Supplies



HP Managed Print Services drives efficiency in supplies and maintenance, and provides data to guide future strategy

### Industry

Local government

### Objective

Increase uptime, simplify supplies management and improve quality of print function, reducing pressure on the inhouse IT team

### Approach

Assessed MPS options from several vendor options before selecting HP MPS based on roadmap, reporting and quality of supplies

### IT matters

- Reduced strain on inhouse IT team with less time spent on maintenance and service issues
- Clarified technology roadmap, with certainty over device upgrades, data insight, and security features
- Eliminated leaking toner packaging and exploding cartridges with Original HP Toner

### Business matters

- Improved quality of print output through more reliable performance and Original HP Supplies
- Established a benchmark in terms of print output and cost, allowing better informed decision making for print
- Improved total cost of ownership with Original HP Toner and HP Long-Life Consumables



**“With HP MPS, we now have real data on what’s been printed and how many supplies we’re consuming. Those figures may change, but we finally have a solid benchmark.”**

– Jennifer Barcenas, IT Support Supervisor, City of Fontana

### Creating a benchmark for future performance

The City of Fontana is in the fast-growing Inland Empire area east of Los Angeles and is home to around 210,000 people. To improve the effectiveness of its print environment, Fontana City Hall wanted to maximize efficiency, consistency and reliability. HP Managed Print Services has transformed print output performance and armed the City with the data to guide its future strategy.



## Challenge

### Maximizing the effectiveness of print

Fontana is a city located in a fast-growing area of San Bernardino County, California. It is home to around 210,000 people, and ranks highly in terms of national employment, health and lifestyle.

Fontana City Hall manages a number of local services, including the Police Department, permits and trash delivery. The City has 13 networked offices and employees need to print at each of these locations. Jennifer Barcenas, IT Support Supervisor at Fontana City Hall says its goal was to improve reliability, efficiency, and sustainability. “Without a systematic process, we were throwing a lot of the empty cartridges in the trash. As we should be taking a lead on environmental issues, this was not the example we wanted to set.”

The City had always been a loyal HP customer, purchasing LaserJet Enterprise 400 and 600 series printers, and had an agreement from another well-recognized vendor to provide printing supplies on demand. However, supplies were consistently depleted, so staff were spending sizeable time urgently ordering supplies online.

“Some City facilities run 24x7, so when we’re not able to print, it’s a huge issue for us,” Barcenas says. “We would get toner from different vendors, and online, just to try other options,” she explains. “With clone or reman toner ordered online, we had issues with toner leaking right out of the package and even cartridges exploding in the printer.”

City staff had been diligent in trying to save money, but costs simply added up. When using remanufactured or clone toner, they experienced less page yield per cartridge and poor quality parts. “Unbranded Long-Life Consumables (LLC), such as maintenance kits and fusers, sometimes simply didn’t work and had to be quickly replaced,” Barcenas explains.

“Original HP Supplies help improve reliability and maintain excellent quality. We now have the assurance that supplies will arrive on time. We’re disposing of used supplies in a more environmentally-friendly manner.”

– Jennifer Barcenas, IT Support Supervisor, City of Fontana

Despite painstaking efforts, printing and supplies remained troublesome for the City. The staff recognized it needed a proactive approach to print management.

“We wanted to stop reacting to problems as they arose,” Barcenas says. “And we wanted accurate information to analyze printing based on facts.”



## Solution

### Insight into cost, behaviors and utilization

The HP Managed Print Services (MPS) solution is a suite of scalable and flexible solutions for office and production printing environments that helps organizations productively and profitably manage paper and digital document workflows. By combining printers, supplies, solutions, and services all under a multiyear contract, HP MPS helps the City of Fontana take control of its print environment.

“Having HP MPS allows us to predict with confidence how much we’ll be spending on print next year, and that’s important for a public organization. Budget-wise, we like a solid number.”

– Jennifer Barcenas, IT Support Supervisor,  
City of Fontana

“We sat down with several vendors and looked at what their Managed Print Services could offer,” says Barcenas. “A major plus point for HP was the simplicity of its billing. We have contracts with other vendors for other services where we still can’t figure out the billing. With HP, we have billing in a format we can all understand. It’s outstanding.”

Barcenas says most vendors pitched their offering with catchy buzzwords, but few were able to back up their words. HP was able to demonstrate the effectiveness of HP JetAdvantage Insights, its analytics solution capable of revealing print costs, printing behaviors and printer utilization. “Even at the earliest stage of the trial we realized we didn’t ever want to give up the reporting,” she says. “Insights has great dashboard data. It’s part of HP’s DNA.”

## Benefit

### Improved performance, quality, and uptime

The immediate impact of switching to HP MPS, says Barcenas, is certainty – of performance and quality. “You can’t compare this with what’s gone before, because previously we had no way of knowing an overall picture. With Insights, we now have real data on what’s being printed, and how many supplies we’re consuming. Those figures may change, but we finally have a solid benchmark.

“Also, nothing is hidden. Having HP MPS allows us to predict with confidence how much we’ll be spending on print next year, and that’s important for a public organization. Budget-wise, we like a solid number.”

She says the ‘soft’ costs are just as significant. With the HP printers running more efficiently, there are fewer breakdowns and less service visits. Overall, this holistic view of print delivers an improved Total Cost of Ownership.

## Customer at a glance

### Software

- HP JetAdvantage Insights

### HP services

- HP Managed Print Services

“There had been a dark, looming cloud hanging over our technicians. We were always in a state of making repairs or chasing supplies. That cloud has lifted and there is less strain on their overall workload. Our technicians are now able to focus on new projects.”

Using Original HP Toner and LLCs has improved performance and quality. “Cost cutting on supplies is a false economy,” Barcnas says. “Original HP Toner and LLCs help improve reliability and maintain excellent quality.” Printer downtime is reduced, she points out, and there is less need to print twice.

“We now have the assurance that supplies will arrive on time,” she says. “And we’re disposing of used cartridges in an environmentally-friendly manner with HP recycling.”

### A partnership for the long term

Barcnas says digital security is a growing concern, and while it is well managed at the City, she values HP’s expertise in the area. There is long-term comfort, she continues, in knowing the City of Fontana is working alongside a print specialist: “We’ll continue to be a paper-based operation. One of the biggest issues with public safety agencies is you can only be as effective as the next link in the chain. As much as we’d like to shift more to digital there remain areas that are best suited to paper. The Police Department or the DA’s office, for instance, still operate in very paper-intensive processes.”

The ongoing reporting and monitoring is helping right-size and improve printing environments across the City by swapping single-function printers for multifunction. HP MPS will help ensure the City of Fontana employees have the latest and most appropriate HP devices and services for optimum efficiency, reliability and supplies replenishment.

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