

## Case study

# Dr JH Burgoyne & Partners LLP



## HP PageWide Pro 577 refines value and features that shed light on arson investigations

### Industry

Forensic science

### Objective

Generate high-quality color prints quickly and affordably to support forensic investigation

### Approach

Integrate HP PageWide Pro multifunction printers in workgroups of about 10 people

### IT matters

- HP PageWide Pro MFPs provide high speed and high quality with a best-in-class total cost of ownership<sup>1</sup>
- PageWide Pro printers are easy to use and manage for small workgroups

### Business matters

- Generate high-quality prints of evidence photographs in arson and other forensic investigations
- Increase productivity and cut wait times with best-in-class print speeds<sup>2</sup>



**“If you’re in a building that’s just had a fire rip through it, everything is dark. Occasionally, you’re trying to highlight something that is slightly lighter or slightly darker than its environment. You need to make sure the photograph is clean and crisp. You have to make sure that if it looks good on the computer, you retain that quality when you actually print it out.”**

– Suresh Sahadeo, IT Manager, Dr JH Burgoyne & Partners LLP

Fires spread rapidly through London after World War II air raids. And British officials called on Dr J.H. Burgoyne to stop them. After the war, Burgoyne put the lessons he learned during the Blitz to work in a new forensic science investigation company. Burgoyne & Partners scientists and engineers continue to examine the causes of fires, explosions and accidents, and offer expert testimony for insurance and other cases.

Photographic evidence is critical to their work, their reports and their testimony. Since 2013, the company has turned to HP PageWide technology to quickly and affordably deliver both words and high-resolution pictures that tell their forensic stories. The new HP PageWide Pro multifunction printers (MFPs) improve on the value, speed and quality Burgoyne's team has grown to trust.

Burgoyne investigates the results of fires, explosions and other accidents, determining causes, and testifying about what they find. It is the largest forensic science and engineering firm in the United Kingdom, with 10 offices—in Singapore, Hong Kong and Dubai, as well as the UK—hosting 60 scientists and engineers.

The company's goal is straightforward: Provide the best scientific insights to address commercial concerns. Its clients include all major UK and international insurers, marine protection and indemnity clubs, loss adjusters, insurance brokers, solicitors, law enforcement, government departments and industrial corporations.

After two years of experience with the affordable, lightning-fast, high-quality HP PageWide printing technology, Burgoyne has begun working with the next-generation PageWide Pro 577 multifunction printer.

Burgoyne had already come to rely on the first PageWide MFP technology available and IT Manager Suresh Sahadeo deployed the printers for 6-to-10-person workgroups across its offices. The devices' fixed, full-width print heads proved they could reliably deliver best-in-class speed<sup>2</sup> and professional-quality output while using less energy.<sup>3</sup> And they could do all this in duplex mode, even while scanning and faxing another job.

Sahadeo says he's impressed that the new model builds well on those advantages, particularly when it comes to speed.

"The other day, I put through a 50-page document," he recounts. "When I finished doing something else, I said, 'Oh it's stopped printing. The paper's run out.'"

But the paper hadn't run out. The printer had completed the job.

"I wasn't even aware of it," Sahadeo continues. "It was just incredibly fast."

That output can run up to 70 pages per minute<sup>2</sup> in General Office mode with the PageWide Pro 577. Sahadeo says he appreciates the quick results when printing text, photographs or both. That's a leap over years past, when some Burgoyne offices maintained separate printers for photographs to avoid backing up a workgroup's document output.

Now the company's teams get the prints they need, when they need them, even as they rush to court dates and last-minute meetings. They've even saved time and money on outside printing by outputting key details of clients' CAD files—such as a section of a damaged or destroyed ship—on A1 or A2 paper from the HP MFPs.

**"I normally pick up the paper within 10 or 15 seconds of its being printed. I've never had an occasion where it smudges or anything like that. The ink dries very quickly."**

— Suresh Sahadeo, IT Manager, Dr JH Burgoyne & Partners LLP

The printer also goes to work quickly, Sahadeo says, reconnecting immediately to the wireless network as it awakes from sleep and outputting its first page within seconds. That reliable Wi-Fi performance, he adds, also spares him from pulling yet another network cable.<sup>4</sup>

"People change the position of their desks. Occasionally wires or network points are hidden, and I can't get to them," he explains.

Like the earlier models Sahadeo deployed across Burgoyne's offices, the latest MFP delivers the high-quality photographic reproduction critical to Burgoyne's work – especially when printing on HP ColorLok® papers.<sup>5</sup>

"If you're in a building that's just had a fire rip through it, everything is dark," Sahadeo explains. "Occasionally, you're trying to highlight something that is slightly lighter or slightly darker than its environment. You need to make sure the photograph is clean and crisp."

"You have to make sure that if it looks good on the computer, you retain that quality when you actually print it out."

“People are very happy with the PageWide printers. Things like changing the ink and paper or maintaining the machine have been quite easy and straightforward. And that means fewer calls to the IT department.”

— Suresh Sahadeo, IT Manager, Dr JH Burgoyne & Partners LLP

He notes professional-quality output comes easier with the HP ColorLok® papers, which hold ink particles near their surfaces. There, the fade-resistant, pigment-based inks not only display richer colors and blacks, they also dry almost instantly, combating smears<sup>6</sup> — whether from hands or highlighters.

“I normally pick up the paper within 10 or 15 seconds of its being printed,” Sahadeo says. “I’ve never had an occasion where it smudges or anything like that. The ink dries very quickly.

“On the PageWide Pro 577, there is no moisture,” he continues. “If somebody looks at it, they will not know that it comes out of a printer that has ink rather than toner.”

The 4.3-inch, touchscreen interface on the new MFP he says, makes it “easier to get the information I want. One thing you always want to find out—because you forgot to write it on the side of the printer—is the printer’s IP address. It’s easy to swipe down on the screen, and all the information is there.”

On an aesthetic note, Sahadeo praises the solid design of the PageWide Pro 577. It has a job to do, and Sahadeo says he’s found it as reliable as its predecessors.

“The main thing is they work,” he explains. “Over more than two years, we’ve only had one instance where one required service.”

“People are very happy with them. Things like changing the ink and paper or maintaining the machine have been quite easy and straightforward. And that means fewer calls to the IT department.”

He notes that increasingly, users need high-quality output. “I find it interesting and refreshing that HP continues to innovate products that improve printing and printing quality,” Sahadeo says. “Most manufacturers just stop with what they’ve got. They’ve just decided we’re going to sell this, and maybe we’ll sell the ink cheaper. HP continues to improve the quality.”

**Learn more at**  
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<sup>1</sup>Total cost of ownership comparison based on 90,000 pages, manufacturers’ published specifications for page yields and energy use, manufacturers’ suggested retail price for HP hardware and supplies, average street prices for competitive devices, cost per page based on ISO yield with continuous printing in default mode with highest-available-capacity cartridges, long-life consumables of all color business printers \$300–\$800 USD and MFPs \$400–\$1,000 USD as of November 2015, excluding products with 1% or lower market share using market share as reported by IDC as of Q3 2015. Learn more at [hp.com/go/pagewideclaims](http://hp.com/go/pagewideclaims) and [hp.com/go/learnaboutsupplies](http://hp.com/go/learnaboutsupplies). <sup>2</sup>Comparison based on manufacturers’ published specifications of fastest available color mode of all color business printers \$300–\$800 USD and MFPs \$400–\$1,000 USD as of November 2015, excluding other HP PageWide products, and products with 1% or lower market share using market share as reported by IDC as of Q3 2015. HP PageWide speeds based on General Office mode and exclude first page. Learn more at [hp.com/go/printerspeeds](http://hp.com/go/printerspeeds). <sup>3</sup>Energy claim based on TEC data reported on [energystar.gov](http://energystar.gov). Data normalized to determine energy efficiency of majority of in-class business printers \$300–\$800 USD and MFPs \$400–\$1,000 USD as of November 2015; market share as reported by IDC as of Q3 2015. Actual results may vary. Learn more at [hp.com/go/pagewideclaims](http://hp.com/go/pagewideclaims). <sup>4</sup>Mobile device needs to be connected directly to the signal of a Wi-Fi Direct® supported MFP or printer prior to printing. Depending on mobile device, an app or driver may also be required. Wi-Fi Direct is a registered trademark of Wi-Fi Alliance®. For details, see [hp.com/go/mobileprinting](http://hp.com/go/mobileprinting). <sup>5</sup>Based on internal HP testing of Original HP PageWide cartridges on ColorLok® papers. <sup>6</sup>Water, smear, fade, and highlighter resistance based on ISO 11798 testing. For details, see [hp.com/go/printpermanence](http://hp.com/go/printpermanence).

This customer received a complimentary HP PageWide Pro product as part of an early adopter program.

