

HP and Ringdale empower Central Piedmont Community College's faculty and staff to lower the total cost of printing



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– Jim Livornese, Project Manager of Information Technology Services, Central Piedmont Community College

## Central Piedmont Community College





As one of the top five U.S. two-year colleges recognized for teaching excellence, the 850-person-strong staff of Central Piedmont Community College (CPCC) utilizes an annual budget of more than \$100 million to serve over 70,000 students, equating to about \$1,400 per person. CPCC is an innovative college that provides high-quality, flexible pre-baccalaureate and career-focused educational programs and services. The school prides itself in offering programs that are academically, geographically and financially accessible.

With the goal of becoming a national leader in workforce development, the College is determined to deliver the best educational value, with a fundamental commitment to teaching and learning excellence within a supportive environment.

#### **Gaining control of the print infrastructure**

Jim Livornese, CPCC's Project Manager of Information Technology Services, discovered the College was spending nearly \$1 million dollars annually to output approximately 7.2 million pages from interoffice devices including fax machines, copy machines, and networked printers, he and Associate VP of Information Technology Services and CIO Malik Rahman knew the college had to make a change for the better by streamlining its printing environment.

Livornese explained, "We had many devices from multiple vendors – including HP, Kyocera, Xerox – all incurring individual costs for maintenance and support. After realizing how time-consuming it would be to manually monitor the cost-effectiveness of our overall solution, we found we needed a technology that would streamline the costs for each department and offer faculty, staff and students a standardized printing solution."

Livornese said he and Rahman also wanted to provide a customer service experience that exceeded expectations, while laying groundwork for a larger document imaging/

workflow system to be integrated into the Datatel Colleague® enterprise resource planning (ERP) application environment already in place at CPCC.

"We wanted to standardize and simplify to provide our end users – faculty, staff and students – with a single interface that they could quickly learn," reflected Livornese. "We needed a print management system that would enable departments to seamlessly account for, and charge for, printed materials, eliminating the need to maintain the traditional 'copy cards.'"

#### **Consolidation and choice of HP MFPs**

Livornese looked at output volumes for the existing devices and defined four types of print zones based on those results. He also came up with different service level agreements depending on the zones. For example, full support will now be delivered to workgroups with outputs of more than 5,000 pages per month, while environments with lower printing volume will only require installation support.

"We determined we could maximize equipment dollars by purchasing multifunction devices versus specialized single-function equipment. So we evaluated multifunction solutions from Lexmark, Kyocera, Xerox and HP. Some of the devices we looked at couldn't offer a uniform user interface without deploying a separate, and somewhat expensive, unit to interface with the equipment," recounted Livornese.

He discovered that HP offers a single user interface across multiple product lines from the HP LaserJet 9500MFP to the HP LaserJet 4345MFP. Livornese commented, "HP's common interface and central control capabilities met all of our requirements. HP's range of multifunction capabilities is excellent too. Now we can use one unit to fax, scan-to-email, and access Adobe Acrobat® files, in addition to using the unit to copy and print – it is ideal for minimizing equipment in our workgroups. Plus, the HP multifunction

devices – with HP Digital Sending Software (DSS) – give us the in-house scanning functionality for when we integrate document imaging into the Datatel Colleague system. We saw good reliability from our older HP printers, and this experience combined with HP’s willingness to go the extra mile, sealed our selection of the HP multifunction devices.”

Next, they matched which printers were the best fit for the demands of each zone. He noted, “Zone One is for large workgroups and has been assigned use of the HP LaserJet 9500MFP. Zone Two, for medium-sized groups, has HP LaserJet 4345MFP printers deployed and recently a HP Color LaserJet 4730MFP. Zone Three comprises the Administrative Assistant’s workstations, where we have installed HP LaserJet 3030 devices. Zone Four covers desktop color printing and users there have been allocated HP Color LaserJet 2550 printers.”

HP enables central control of a print infrastructure via HP Web Jetadmin. “We like HP’s remote control functionality, particularly because it gives us the opportunity to proactively notify users that we’re aware of a paper jam, or an impending need for a cartridge replacement. It’s enabled us to elevate our level of service to the users,” said Livornese.

To simplify ease-of-use further for faculty, staff and students, HP partner and supplier of network enhancing connectivity products, Ringdale of Georgetown, Texas, customized its FollowMe® Printing Solution to work within HP’s programmable application layer and instituted a print accounting system that the CPCC users log in to before printing. FollowMe delivers a seamless link between the HP multifunction devices and CPCC’s accounting system to track which department’s account to debit.

Livornese continued, “Enabled by HP, we developed some middleware of our own called the Print Management Application, which helps separate departments manage their print budgets by logging in and adding an output quota for each individual. The middleware can also generate reports that show an individual’s usage and measure that person’s quota, which allows departments to evaluate heavy-load pieces that could potentially be handled electronically versus being printed.”

#### **Reduced total cost of ownership**

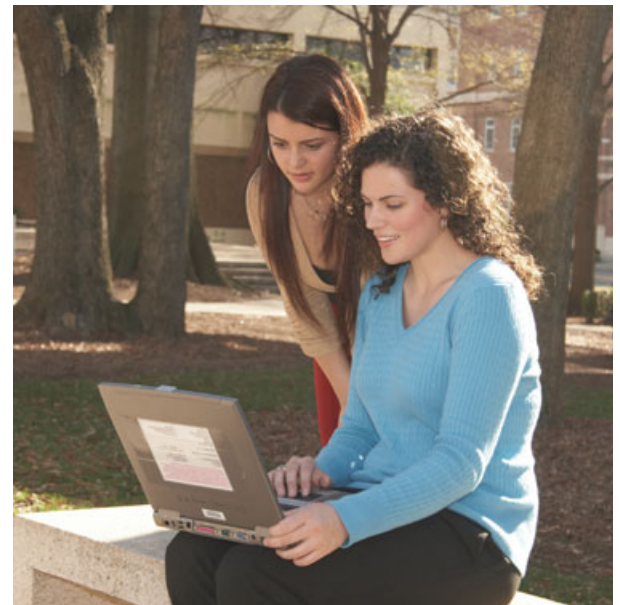
“With the consolidation of equipment and standardization offered through the HP multifunction devices we’ve managed to make a significant reduction in the total cost of printing – the first 50 HP LaserJet 4345MFPs will pay back within a couple of years because of reduced support costs. And once the first full year has passed we’ll be able to run some comparison figures, but we’re already seeing benefits across the board. For example, we are utilizing the scan-to-email function – via DSS – for time sheets, expense reports, and asset tracking to reduce the amount of internal mail. This capability has noticeably lowered the physical volume that our mail room processes and gives us better accountability for the delivery of the data,” said Livornese.

“We added the HP Color LaserJet 4730MFP recently for in-house marketing materials and presentations. The purchase price is excellent for mid-size color and this MFP device integrated seamlessly into our standardized HP infrastructure,” he commented.

Livornese continued, “We’re all about delivering excellent service to our users, and with HP Web Jetadmin we can be far more proactive. Consequently, the availability of the output devices is greatly improved over the legacy environment.”

#### **Empowering faculty and staff to make good printing decisions**

With the FollowMe and Print Management Application software, Livornese believes that tracking information the system provides will encourage each department to look at how to better utilize technology to further reduce costs. He noted, “Most users didn’t realize the total cost of



ownership for the printers, and they were sending information to print without taking any of the inherent costs into consideration.”

Livornese summarized, “The HP multifunction printers are saving us money by streamlining expenditures throughout the departments, and decreasing our total cost of ownership. We’ve also empowered the faculty to make good decisions about their use of the printers. Now the money we save can be set aside to purchase a document imaging system. We also pride ourselves in being able to pass savings such as this on to our students by keeping costs low for them. HP worked with us through each step, meeting our expectations for the solution we had envisioned. Together we’ve been able to forge an excellent partnership.”

## At a glance

- **Partner:** Ringdale
- **Location:** Georgetown, Texas
- **Telephone:** 512-288-9080
- **URL:** [www.ringdale.com](http://www.ringdale.com)
- **Primary service:** Supplying network enhancing connectivity products.

## At a glance

- **Organization:** Central Piedmont Community College
- **Location:** Charlotte, North Carolina
- **Founded:** 1963
- **Size:** More than 70,000 students
- **Telephone:** 704-330-2722
- **URL:** [www1.cccc.edu](http://www1.cccc.edu)
- **Primary focus:** Providing high-quality, flexible pre-baccalaureate and career-focused educational programs and services which are academically, geographically, and financially accessible.

## Challenges

- Minimize annual print expenditures.
- Reduce IT support costs.
- Increase up-time for fax, print, and copy devices.
- Improve service quality.
- Provide IT Infrastructure to implement a document image/workflow system.

## Solution

- Consolidate equipment and standardize on HP multifunction and printing devices:
  - HP LaserJet 9500MFP;
  - HP LaserJet 4345MFP;
  - HP Color LaserJet 4730MFP;
  - HP LaserJet 3030; and
  - HP Color LaserJet 2550.
- HP Web Jetadmin for central control of print devices.
- HP Digital Sending Software for scanning.
- Ringdale FollowMe Printing Solution for expense tracking.
- CPCC's Print Management Application for departmental management of print quotas for individuals.

## Results

### Simplicity

- Homogenized infrastructure provides easy access to all data necessary to optimize the use of technology to continue to reduce output costs and improved service levels.
- Consistent easy-to-use user interface enables rapid learning and familiarization.

### Agility

- Printer availability has significantly increased.
- IT support is more proactive than reactive.
- Groundwork for document imaging system is in place.

### Value

- Annual print costs have been reduced.
- 50 HP LaserJet 4345MFPs will pay back within a couple of years due to reduced support costs.

For more information on how working with HP can benefit you, contact your local HP sales representative, or visit us through the Internet at our world wide web address: [www.hp.com](http://www.hp.com)

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