

HP customer case study: Logica optimises their infrastructure and reduces total cost of ownership of its print estate by 39 per cent with HP Managed Print Services

Industry: IT Services

HP print solution brings massive savings to IT Services provider



“Thanks to the HP Managed Print Service and Pull Printing Solution, we have more flexibility as an organisation in producing volume, high-quality documents anywhere across the UK, which supports our bidding processes and client facing documentation.” Mark Machin, Information Systems Division director, Logica

Objective:

IT services and business provider, Logica wanted to replace an ageing fleet of legacy printers and copiers from different vendors with a single-vendor solution which would reduce costs and increase efficiency.

Approach:

- The project was put out to tender and won by HP which has introduced a Managed Print Services solution providing the right machines for the right users at the right time.
- Ringdale's FollowMe™ software was introduced to provide extra security on all colour printers.
- HP Web Jetadmin and Digital Sending Software monitor and control the fleet of printers.

IT improvements:

- Mobile staff able to print queued jobs from any colour printer in any office.
- Support callout reduction of 50 per cent.
- Security controls for colour printing.

Business benefits:

- Total cost of ownership (TCO) reduced by 39 per cent.
- Use of paper reduced by 60 per cent (saving 1,200 trees a year).
- Using 32 per cent less energy to print than previous fleet.
- External print costs reduced by 27 per cent.



Following the introduction of an HP Managed Print Service solution, multinational IT and business services provider Logica has reduced total cost of ownership of its printing and imaging functions in the UK by a massive 39 per cent.

Logica, which has grown largely by acquisition of other firms in recent years, inherited the IT estates of businesses which it had absorbed. This meant the central IT department had very little control over printers and copiers from different vendors scattered through more than 20 UK offices.

Mixed bag of printers

“When the leases started coming up for renewal on our mix of printers and copiers, rather than do a refresh we decided to go out into the market and see

Customer solution at a glance

Primary applications

- Printing, copying, scanning and faxing

Primary hardware (Phase one)

- 142 x HP LaserJet 4345 Multifunction Printers
- 61 x HP LaserJet 9050 A3 printers

Primary hardware (Phase two)

- 288 x mixed fleet of 29 models of HP LaserJet and Multifunction Printers
- 128 x Ringdale FollowMe devices

Primary software

- HP Web Jetadmin
- HP Digital Sending Server

HP Services

- Three-year lease cycle
- Managed supplies (except paper)
- Ongoing maintenance and repair as part overall solution

what was available," says Mark Machin, the Information Systems Division director at Logica.

When HP easily won the tender, it was decided to introduce the solution in two phases, the initial one replacing stand-alone machines with HP LaserJet M4345mfp Multifunction Printers (MFPs) able to print, copy, scan-to-email and fax, as well as a lesser number of A3 printers.

Right machines for the right people

In the second phase colour was introduced to parts of the organisation which had previously only had access to monochrome printing and copying with another batch of colour MFPs. A major part of phase two also included a significant range of new desktop and workgroup machines to ensure a balanced deployed estate. "Working with HP and Preferred Partner BT Basilica we were able to make sure that throughout the organisation the right people had access to the right machines at the right moment," says Machin.

To manage the environment, Machin identifies the introduction of Ringdale's FollowMe™ pull printing solution on all colour printers, the introduction of HP Web Jetadmin and HP Digital Sending Software as key components of the solution.

Flexibility thanks to FollowMe

Approximately 75 per cent of our workforce is mobile and travelling around the country and the introduction of the FollowMe™ technology means they can access any colour printer on any floor of any of our UK offices to print out a queued document. If a document is not printed in 24 hours it is deleted from the queue and documents are only printed when authorised by a swipe card and as well as the cost saving, this has resulted in a considerable reduction of our carbon footprint."

Using the HP remote management software has allowed the IT department to monitor and control all the printers and MFPs in detail and allows Logica to set up printing rules and protocols and handle document workflow. The managed solution has also meant Logica has stopped treating colour printing as a luxury and made it available to all authorised staff.

Changing corporate print policies

"The ability to manage the print environment in this way has led to us changing some of our corporate print policies based on the reporting of how people are working," says Machin. "An example is changing printing from Outlook from being monochrome only to allowing colour for some functions like calendar pages."

On a larger scale, the IT department set all printers in the organisation to draft printing mode as the default setting, so only final documents for clients are printed out in high definition when the setting is manually changed. "This has resulted in a considerable reduction of our consumables usage – our total cost of ownership has dropped by 39 per cent," he says.

"We have more flexibility as an organisation in producing volume, high-quality documents anywhere across the UK, which supports our bidding processes and client facing documentation," concludes Machin.

An added bonus of the new HP solution has been a more environmentally-sound approach to printing. Use of paper has been reduced by 60 per cent – the equivalent of saving 1,200 trees every year – and Logica is using 32 per cent less energy to print than with the previous fleet of machines.

To learn more, visit www.hp.com