

## HP Managed Print Service contract offers outstanding reliability and performance



“Consolidation of our print environment with an HP Managed Print Service has achieved progress for us in every way and helped reduce our printing costs by approximately 35 per cent.” Hanno Dahmen, IT service manager, Philips Lighting Aachen

### Objective:

Apart from cost reduction in the print environment, the aim for Philips Lighting Aachen (PLA) was both to improve the utilisation of existing and new systems and to achieve a uniform user interface and more convenient management of output devices.

### Approach:

- Consolidation with HP under an HP Managed Print Service (MPS) contract based on trusted advisory role.
- HP Multifunction Printers (MFP) allow use of efficient technological features such as Send-to-Mail and Send-to-Folder.
- Standardisation of the user interface via a consistent driver landscape with HP Web Jetadmin.

### IT improvements:

- HP allows a uniform driver landscape with transparent and universal administrative functions.
- Efficient technological features such as Send-to-Mail or Send-to-Folder help reduce paper usage in the company.
- All imaging and print tasks are performed by just eight types of appliance, simplifying the maintenance.

### Business benefits:

- Since only eight types of appliance are used the amount of supplies (toner and ink) that needs to be stored is relatively small.
- Duplex printing means a 35 per cent saving on the paper that would otherwise be needed.



Philips is one of the biggest electronics groups in Europe, as well as the rest of the world, and the global market leader in the field of lighting and lighting technology. The name Philips is linked to numerous innovations in the lighting sector. Philips Lighting Aachen (PLA) is the group's global production centre for car bulbs and low voltage halogen bulbs. PLA produces more than 100 million bulbs per annum, with over 350,000 bulbs manufactured every day.

Over the years PLA had accumulated printers, fax machines, copiers and scanning systems made by various manufacturers. This meant a varied driver landscape and frequent problems caused by incorrect configurations or user error. Therefore PLA decided to put a stop to this situation. The company turned to its trusted advisor HP, to analyse the

# Customer solution at a glance

## Hardware

- 84 x HP LaserJet P2015dn
- 72 x HP LaserJet M3035XS Multifunction Printer (MFP)
- 27 x HP Color LaserJet 2605dn
- 11 x HP LaserJet M5035xs MFP
- 7 x HP Color LaserJet 4700dn
- 6 x HP Business Inkjet 2800dn
- 5 x HP LaserJet M4345x MFP
- 2 x HP Color LaserJet 2840 All-in-One
- 2 x HP LaserJet M4345xm MFP
- 2 x HP Officejet 9130 All-in-One
- 1 x HP LaserJet P2015n

## Software

- HP Web Jetadmin

## Services

- HP Managed Print Services



infrastructure, and a rigorous consolidation followed. In view of the available space and the operating processes, the consolidation exercise had to be conducted over several months. "We were able to experience at first hand how quality and performance improved, as more HP printers came into use," explains Hanno Dahmen, IT service manager at Philips Lighting Aachen.

The first consolidation phase was completed at the beginning of 2005 but PLA had by now seen the benefits of a HP Managed Print Service (MPS). Through the use of HP Multifunction Printers (MFPs) the company has been able to eliminate the need for any stand alone fax machines.

### Top quality print management

HP Web Jetadmin was used to convince PLA that improved management of the output fleet was possible. "With HP Web Jetadmin I can use any computer in the network to log on via a perfectly ordinary web browser and check the current status of each individual system. It's just as simple with the configuration. This transparency was precisely what we lacked before," says Dahmen. The HP MFPs were particularly impressive. "With the HP MFPs, the fax function can be set so that documents entered can be sent automatically by email, or stored in a specific order therefore reducing our paper usage."

### Importance of colour

The second consolidation phase which has recently been completed at the beginning of 2008 also brought more colour into PLA's offices. There are now 36 HP Color LaserJet printers. "Colour is more than just a stylistic device for us," explains Dahmen. "Colour is a means of communication in itself, and we can use it to separate the important from the less important in a visually impressive way. After all, we are working in the field of lighting technology, and colour is in principle a very important element."

"In the end, it was not just about the speed and the trouble-free operation of HP Printers; we have quite clearly reduced our costs with estimated savings of 35 per cent," says Dahmen. This is due to the great reduction in stocks of toner and ink, made possible by the standardisation of the range of equipment, and to features such as duplex printing and optimised stand-by functions. "In addition, there is HP's very attractive invoicing model through an MPS contract. That is why we have extended our commitment to HP by a further four years," concludes Dahmen.

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