

## Barclays Wealth supports the environment and saves £1.25 million a year with HP Managed Print Services



### Barclays Wealth

“The great thing about our HP Managed Print Service contract is that it is a triple win. We’ve gained enormous environmental benefits, significant commercial advantages and are still supplying a better print service to our customers.” Jason K. Scott Taggart, Head of Service Support and Delivery, Barclays Wealth Technology

#### Objective:

Leading investment management advisor Barclays Wealth wanted to replace its disparate, multi-vendor print environment with a more efficient and environmentally sound solution.

#### Approach:

- Barclays Wealth has entered into a Managed Print Services contract with HP.
- This has reduced the fleet of 1,400 legacy machines down to 422 single and multifunction machines.
- They are remotely monitored and supported by HP. Monthly payments are based on network usage.

#### IT improvements:

- Energy efficiency measures and a lower asset count have resulted in 73,000 kWh being saved annually; a 25 per cent reduction. Annual CO<sup>2</sup> emissions have been reduced by 500 tonnes through reduced paper usage.
- Up to 30 per cent less toner is used through ‘economode’ printing and 20 million sheets of paper are saved annually through duplex printing and PIN-to-collect.
- IT staff are now free from print-related jobs to be more strategically re-deployed.

#### Business benefits:

- Annual savings from cash efficiencies and lower support costs amount to £1.25 million (\$2.0m), a cost reduction of over 50 per cent in managing the print network.
- Up to £200,000 (\$326,236) is saved from lower energy, paper and toner consumption.
- Barclays staff get a more efficient print service resulting in improved workflows and increased workplace efficiency as the printer fleet is less prone to errors.



Barclays Wealth was established in 2006 to deliver an integrated portfolio of banking, fiduciary, investment management and brokerage services. Now a leading provider of these services, it has offices in more than 20 countries and at 31st December 2008 managed client assets totalling £145.1 billion (\$236.7 billion) worldwide.

Formed from seven legacy business areas, Barclays Wealth inherited disparate technology infrastructures across its 102 offices in the UK and offshore islands (OSI), EMEA, Asia and America. This was particularly evident with the incumbent print networks in the UK and OSI, which includes Isle of Man, Jersey and Guernsey.

“Over 1,400 print, copy, scan and fax devices from multiple vendors were in use,” says Jason K. Scott-Taggart, Head of Service Support and Delivery at Barclays Wealth Technology. “This patchwork quilt of print devices offered little standardisation of performance and features. Paper consumption was growing out of control and we were using excessive quantities of toner and ink.”

# Customer solution at a glance

## Primary hardware

- HP Color LaserJet 3800, 4650, 4700 and 5550 Series Single Function Printers
- HP LaserJet 4250, 4350, 9050 and P2015 Series Single Function Printers
- HP Color LaserJet CM1312, CM6040 and CM4730 Series Multifunction Printers
- HP LaserJet M4345, M5035 and M9040 Series Multifunction Printers

## Primary software

- HP Web Jetadmin

## HP Services

- Deployment and support services

“Support was inconsistent and inefficient, many devices were under-utilised and approaching obsolescence and output quality varied, often not meeting our standards. In addition, the IT Service Desk was often overwhelmed by print-related tickets, preventing staff from dealing with more strategic tasks.”

## Environmental aims

As part of a wider global IT transformation programme aimed at coalescing and stabilising its disparate technologies, Barclays Wealth decided to review its print provision, aiming to improve the customer experience, lower cost, improve efficiency and support the company's strong policies on environmental sustainability.

An outsourced Managed Print Service (MPS) contract based on multifunction devices was the plan and after considering various vendors during a rigorous Request for Proposal (RFP) process, Barclays Wealth selected HP.

“We chose HP because print is one of its core competencies and it is a recognised leader in this technology,” adds Scott-Taggart. “We also plan to roll out the service to our offices worldwide so HP's position as a recognised global leader in this technology will assist us with that aspiration.”

Phase One of the HP MPS contract involved 30 offices in the UK and OSI territory where, following an expert workplace assessment, a new balanced deployment reduced the legacy fleet of 1,400 diverse devices down to just 422. This comprises of single-function printers (64 per cent) and multi function machines which print, copy, scan and fax (36 per cent). With Phase Two of the HP MPS contract, the number of machines deployed will increase to 600 .

## Energy saving

Many personal printers have been replaced by printer hubs and all devices are compliant with the ENERGY STAR energy efficiency standard. The new devices use up to 60 per cent less energy than earlier generations thanks to features such as automatic 'sleep' mode and fast 'wake-up'. HP uses Web Jetadmin software to configure and maintain the printers, detect faults and respond to supplies alerts without needing to visit the sites.

In addition, Barclays Wealth has established default duplex printing policies to save paper; 'economode' printing which uses up to 30 per cent less toner and PIN-to-print to avoid waste associated with forgotten jobs. Responsible policies for the environmental

disposal and recycling of assets have also been adopted. Payment is by monthly fee calculated on network utilisation.

The project has brought impressive business advantages and the environmental benefits have resulted in Barclay Wealth winning the Environmental Initiative of the Year 2009 accolade at the recent Financial Sector Technology (FST) Awards.

## Improved workflow

“As a result of the HP MPS contract, we forecast annual savings of £1.25 million from cash efficiency and support costs which represents a total cost reduction of 50 per cent in managing our print network,” says Scott-Taggart. “We also have up to £200,000 targeted annual savings from lower energy, paper and toner consumption and money will be saved through reduced administration overheads and simplified vendor management.

“Energy efficiency measures and the lower asset count from the HP solution mean a 25 per cent reduction in power usage which saves 73,000 kWh a year and 20 million sheets of paper will be saved annually through duplex printing and PIN-to-collect, another reduction of 25 per cent. Also, up to 30 per cent less toner will be used through 'economode' printing.”

Reductions in the paper used by Barclays Wealth saves 2,400 trees and 7.7 million litres of water a year and reduces the company's annual CO<sub>2</sub> emissions by 500 Tonnes (Ref: Conservatree, Environmental Protection Agency and World Watch Institute). Further environmental benefits result from reduced service incidents which mean fewer engineer visits and saved journeys.

“Print workflow has also increased due to the improved reliability and constancy of the service we can deliver,” adds Scott-Taggart. “Because of central management we are proactively maintaining machines so we are not running out of toner. Alerts from the machines also result in much quicker time-to-fix when there is a problem and none of this was possible before.”

Barclays Wealth is now planning the global rollout of MPS, starting with its offices in Geneva, Monaco, Cyprus and Gibraltar. Other plans may include the implementation of the HP Universal Print Driver (UPD) which is forecast to reduce print queue management costs by up to 20 per cent. A full 'pull printing' solution may also be implemented to enable print retrieval from any machine and further reduce paper usage.

To learn more, visit [www.hp.com](http://www.hp.com)

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