HP customer case study: Nestlé Group Italy deploys an HP Managed Print Services solution and sees costs fall by 23 per cent and paper consumption decrease by 20 per cent

Industry: Food manufacturing

HP Managed Print Services solution drastically cuts paper consumption and costs for Nestlé Italy

"Adopting the HP Managed Print Services solution was a wise strategy. Not only have we reduced costs by 23 per cent by eliminating escalating maintenance, support and toner cartridge costs, we also have lowered paper consumption by 20 per cent. In addition, the fleet is more effectively managed and we have a highly confidential printing capability." Tiziano Stoppa, facility and technical procurement manager, Nestlé Group Italy

Objective:

Nestlé Group Italy wanted to consolidate its printing and imaging environment to lower costs, simplify management, improve support, reduce consumable usage and introduce confidential printing.

Approach:

- Deployed an HP Managed Print Services (MPS) solution in line with a worldwide agreement.
- Implemented SafeCom software for pull-printing.

IT improvements:

- Created a reliable high-quality printing and imaging environment; fleet consolidation was 71 per cent.
- SafeCom provides confidential printing and pull-printing capabilities especially for sensitive information.

Business benefits:

- Costs have fallen by 23 per cent.
- Paper consumption has dropped by 20 per cent leading to environmental benefits.
- Enhanced fleet management minimises downtime, ensuring business continuity.
- Pull-printing increases workflows, boosting productivity.
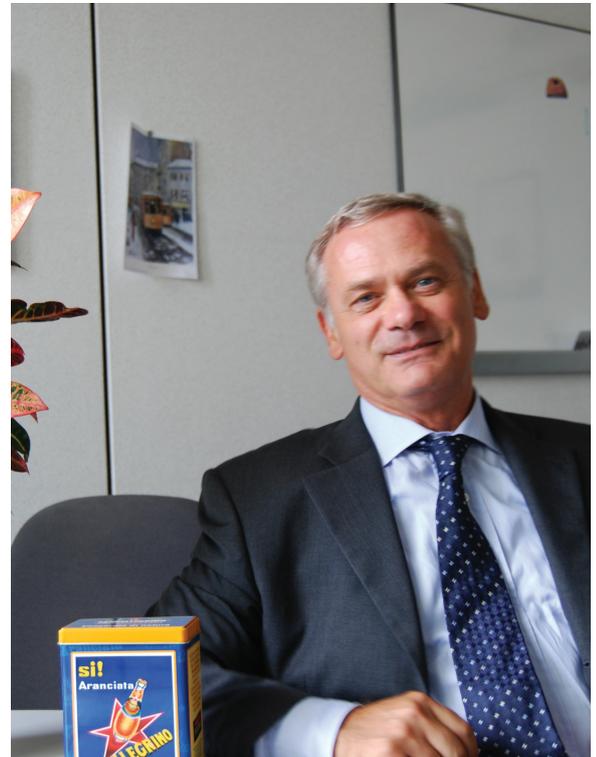
Nestlé Italy, part of the multinational Nestlé Group, is a leading European food manufacturer and has operated in Italy since 1875. The Group is the world's foremost nutrition, health and wellness organisation. Backed by the parent company's research headquarters in Verschez-les-Blanc, Switzerland, Nestlé Italy is firmly rooted within the Italian economy serving consumers and disseminating worldwide traditional Italian culinary products. Commodities include breakfast drinks, dried and fresh pasta, frozen foods and ice creams as well as chocolate, confectionery, sauces and baked products.

Seeking a new approach to printing and imaging

Based in Milan, Nestlé Italy operates 18 plants and two warehouses throughout the country including three main sites in Padova, Parma and Perugia. It manufactures 70 well-known brands such as Buitoni, Perugina, Kitkat, Maggi as well as Gelati Motta,

Nescafé, Nidina, Meritene, Sanpellegrino, Chino' and Purina. The company employs over 6,000 people and 1,150 work within three multi-storey towers at the head office.

Similar to most large organisations, staff within the headquarters' departments print, copy and fax extensively as they conduct their day-to-day duties. Over the years, the head office's printing and imaging fleet has grown to 400 printers and 56 copiers whilst the three main plants and warehouses contain 158 devices. Nestlé Italy typically produces 12 million monochrome and 1.8 million colour sheets annually.

"Before costs got out of control, we decided to review our printing and imaging environment with the objectives of reducing costs, simplifying management through consolidation, improving support and lowering the volume of consumables. The number of toner cartridges and the quantity of paper were rising steadily year-upon-year," explains Tiziano Stoppa, facility and technical procurement manager, Nestlé Group Italy.

"We also needed to understand departments' and individuals' output requirements and who was authorised to use which devices. Moreover, several departments, including human resources, wanted a confidential printing capability so that inappropriate personnel could not see sensitive documents. We required a completely new approach to our printing and imaging infrastructure."

In line with a worldwide agreement signed between the Nestlé Group and HP three years ago, Nestlé Italy approached HP and asked for recommendations. "We have always considered HP an ideal partner for printing and multifunctional technologies; everything is so compatible," comments Stoppa.

Solution combines managed services and Safecom
The HP Managed Print Services (MPS) solution involves replacing the head office's 400 printers with 132 HP MFP devices or HP printers and strategically positioning them throughout the three office towers. With staff working on a total of 32 floors, all levels have an A4 monochrome capability whilst selected floors have either colour or A3 facilities. A similar consolidation exercise at the Padova, Parma and Perugia sites and at the warehouses entails changing 158 units for 35 HP devices. Overall, the solution consolidates the fleet by 71 per cent.

Nestlé Italy traded in its old machines and leases the new equipment on a pay-per-use basis. The total deal is worth €1.8 million over five years and includes maintenance, support via HP next-business-day Care Packs and the supply and safe disposal of toner cartridges.

To resolve concerns about fleet management, confidential printing and the monitoring of departmental costs, all equipment at the headquarters has SafeCom software. Authorised users simply swipe their ID badges to print their documents and a pull-printing capability allows them to output paperwork regardless of location. A remote management tool on the print server polls the devices several times per day to ascertain cartridge toner levels. Consumables are therefore always available before toner runs out, lowering downtime and increasing the productivity of the fleet.

Major cost saving and lower paper usage
After deploying the HP MPS solution, Nestlé Italy has witnessed some dramatic changes to its printing and imaging infrastructure. The new highly reliable, cost-effective fleet produces high quality documents within a secure and easily managed environment, and high-availability maintains business continuity. Staff no longer spend time dealing with printer issues, HP Care Packs provide maintenance and support.

Costs have fallen by 23 per cent and paper consumption reduced by 20 per cent, equivalent to about 2.76 million sheets or 5,500 reams annually. With some environmental organisations claiming that one mature pulpwood tree generates about 8,330 sheets, this means that Nestlé Italy is preserving about 333 trees per year, enhancing its environmental credentials.

SafeCom monitors departmental usage and provides management with important cost information. The software's pull-printing capability boosts staff productivity and workflows; they can print material wherever they are working in the building. A confidential printing facility enhances print security by ensuring that only authorised users see sensitive information, reducing operational risk.

"This cost reduction figure falls in line with our expectations and I suspect that paper and toner usage will continue to fall. User feedback is very encouraging, they believe the equipment is easy-to-use and saves time because they can produce several jobs in a single journey irrespective of their location," concludes Stoppa.

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