

# City of Kingston

HP CM8060 Color MFP with Edgeline Technology optimizes print environment



“With the HP deployment, we've reduced the number of devices in Social Services from 42 to 21 while bringing copy and scanning functions—as well as easy access to high-quality color—that some localized areas of the building did not have. It's really helped them gain efficiencies in their day-to-day work.”

—Wayne Rice, Manager of Distributed Computing Information Systems, City of Kingston, Canada

**HP customer case study:** City of Kingston optimizes print environment with HP LaserJets and HP CM8060 Color MFP with Edgeline Technology  
**Industry:** Public Sector

### Objective:

Optimize print environment, drive out inefficiencies, consolidate budget under IT umbrella

### Approach:

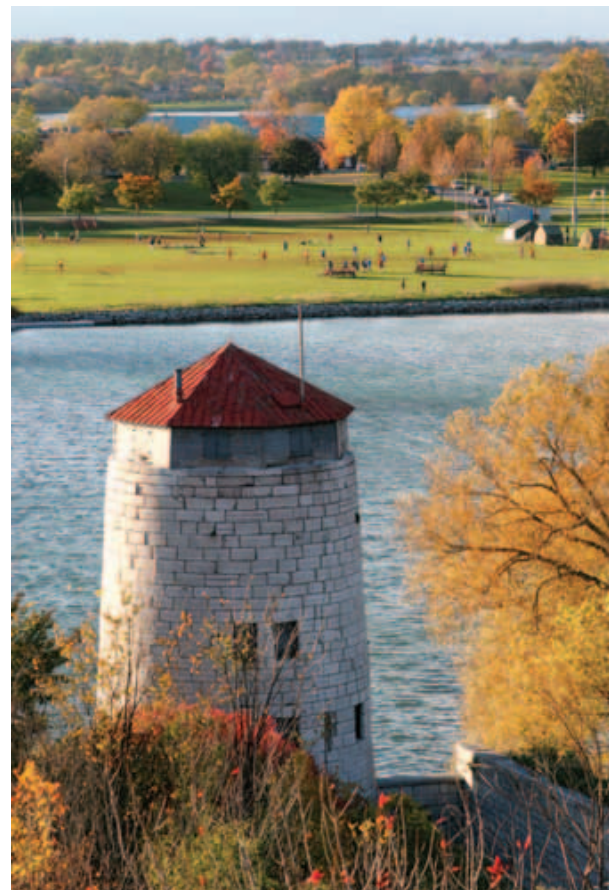
Balanced deployment of HP MFPs, including HP CM8060 Color MFP with Edgeline Technology

### IT improvements:

- Reduce from 42 to 21 devices
- Reduce from four manufacturers to one
- Free IT staff from break/fix
- Extend greater functionality to city employees

### Business benefits:

- Cut annual print costs 13 percent
- Consolidate budget line items
- Increase departmental efficiency
- Cut color printing costs 3 cents per page
- Cut print cartridge costs \$30,000 year



The City of Kingston, located between Montreal and Toronto in Canada, calls itself a place “where history and innovation thrive.” To see its history, visit the 19th century British Military Fortress Fort Henry or any of 17 museums. For innovation, consider its relationship with HP. The city recently set out to cut costs and gain efficiencies through consolidation of its print, copy and fax infrastructure. The biggest challenge was Social Services, its largest department. The answer was a

“The cost-per-page scenario with the HP CM8060 Color MFP is very attractive. If you just put a dot of color on, you aren't charged for color.”

Wayne Rice, Manager of Distributed Computing Information Systems, City of Kingston, Canada



balanced deployment of HP MFPs centered around the HP CM8060 Color MFP with Edgeline Technology.

“HP service is outstanding and their product line is cutting edge,” says Wayne Rice, the city’s Manager of Distributed Computing Information Systems. “The CM8060 Color MFP replaced four standalone copiers and is bringing us high quality color while saving about \$5,000 a year.”

#### **A push to drive out inefficiencies**

The City of Kingston nearly four years ago sent out a Request for Proposal in search of a partner to optimize its print environment. Its key goals were to reduce the number of devices, simplify management and consolidate budget lines—then scattered across business groups—under the IT umbrella. “We looked at price, the ability to provide service, the reliability of the products and the reliability of the manufacturing provisioning,” Rice recalls. “HP in partnership with Zycom Technology came through with the best of breed.”

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*“Through the service contract we have with Zycom and HP, my in-house staff doesn’t have to deal with break/fix issues. That saves them huge amounts of time.”*

Wayne Rice, Manager of Distributed Computing Information Systems, City of Kingston, Canada

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The city over the next three years upgraded department by department—engineering, public utilities, finance and so on—leaving the largest for last. Social Services operates on its own network in a separate building. Before print consolidation, its 120 employees used a combination of printers, older MFPs and standalone copiers—42 systems in all, from four

different manufacturers. Working with HP and Zycom, the city performed an environmental review and cost analysis. It then deployed a balanced solution of 21 fully networked MFPs matched to workgroup needs.

Up on the second floor in a place dubbed the “media room” sits Social Services’ flagship device, the HP CM8060 Color MFP with Edgeline Technology. HP pioneered Edgeline Technology to provide fast,





reliable, high-volume printing of outstanding quality at a low operational cost. Its usage-based pricing model charges one price per page for professional color, a lower price for general office color, and even lower for black-and-white printing.

HP's Color Accent feature keeps overall printing costs down by charging black-and-white prices for pages that use a very small amount of color. "The cost-per-page scenario was very attractive," Rice says. "If you just put a dot of color on, you aren't charged for color." The device replaced four monochrome standalone copiers and costs three cents per page less for color than another manufacturer's device the city had acquired earlier for another department. This contributes to an estimated cost savings from the device of approximately \$5,000 a year.

The image quality, Rice says, is excellent. With Edgeline technology, the printer moves the paper through an array of printheads stretched across the page. This produces more accurate ink-drop placement for crisp output using vibrant HP Vivera inks. The Social Services department runs approximately 20,000 pages a month through the device, extending high quality color capabilities to more staff. The printer's reliability increases up-time, requires less maintenance and decreases total cost of ownership.

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*"The quality of the color is outstanding. The device is quiet and quick, and service is hands-off for my technicians because it's all done through HP Services."*  
Wayne Rice, Manager of Distributed Computing Information Systems, City of Kingston, Canada

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"My customers are happy with it. The quality of the color is outstanding. The device is quiet and quick,

and service is hands-off for my technicians because it's all done through HP Services," Rice says.

### **A balanced deployment**

Rounding out the city's print environment are HP LaserJet Multifunction Printers. "We've become very intimate with HP products and what they're capable of," Rice says. "We matched our purchases with what the business groups were looking for in terms of output size, speed and equipment features."

The HP LaserJet M5035 Multifunction Printer, for example, accommodates up to 11 x 17 inch size. The HP LaserJet 9050 Printer can handle a monthly duty cycle of up to 300,000 pages. The HP LaserJet M3035 Multifunction Printer enhances productivity with embedded send-to-email/network folder functionality and robust security.

The HP LaserJet M3027 Multifunction Printer provides print, copy, fax, and send-to-e-mail functionality in one economical device. The HP LaserJet M4345 Multifunction Printer brings advanced paper handling and finishing features. The city purchased the HP LaserJets and acquired the HP CM8060 Color MFP through a four-year HP Financial Services lease.

The city also uses HP Web Jetadmin web-based peripheral management software for remotely installing, configuring and managing network peripherals. The ability to schedule sleep and wake-up modes for individual MFPs and entire deployments reduces energy consumption while saving money. Supplies ordering and device-status notifications are automated. To further reduce its IT burden, the city uses HP Care Pack Services with next-day response. "Through the service contract we have with Zycorn and HP, my in-house staff doesn't have to deal with break/fix issues," Rice says. "That saves them huge



## Customer solution at a glance

### Primary applications

Office documents for Social Services Department

### Primary hardware

- HP CM8060 Color MFP with Edgeline Technology
- HP LaserJet 9050 Printer
- HP LaserJet M5035 Multifunction Printer
- HP LaserJet M4345 Multifunction Printer
- HP LaserJet M3035 Multifunction Printer
- HP LaserJet M3027 Multifunction Printer

### Primary software

- HP Web Jetadmin
- HP Digital Sending Software

### Primary services

- HP Financial Services
- HP Care Pack

amounts of time.”

The HP balanced deployment citywide saves an estimated 13 percent per year in costs. Social Services has reduced its number of devices from 42 to 21 while bringing workgroups easy access to new, productivity-enhancing functionality. Enhanced security features enable the department to work efficiently while maintaining client confidentiality. The energy-efficient deployment also helps the city meet its environmental goals. The HP CM8060 Color MFP with Edgeline Technology, for example, is ENERGY STAR® compliant. Automatic duplexing and the digital sending capability to distribute and store documents without printing have allowed Social Services to take additional city functions under its purview without using more paper. The City reduced its annual budget line for print cartridges by \$30,000 a year.

“As part of our standing tendering process for the city, we are asked to look at energy used by incoming equipment,” Rice says. “HP solutions help us meet our organization’s environmental requirements.”

Next steps for the City of Kingston include a possible additional HP CM8060 Color MFP with Edgeline Technology and more workflow automation. Rice plans to expand on the city’s use of HP Digital Sending Software to streamline the city’s handling of business documents. “We’re making more and more use of the functionality of our HP solutions maximize ROI and improve efficiency.”



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