

Case study

Principal

HP MPS solution expands to improve security and mobility with HP Access Control and HP Capture and Route



Industry

Financial services

Objective

- Improve print security
- Reduce print waste
- Enable greater employee mobility

Approach

Principal deployed HP Access Control (HP AC) and HP Capture and Route as part of its proven HP Managed Print Services solution

IT matters

- Print jobs can be retrieved from the HP Access Control print queue through badge card authentication at any networked MFP throughout the company
- Print jobs that are not retrieved by users are erased from the print queue after 24 hours
- With simple badge authentication, document scans are routed to individual MySite personal Sharepoint® document folders

Business matters

- HP Capture and Route supports the new office blueprint for office mobility and flexibility and reduces filing cabinet demands
- Personal financial proposals and confidential HR documents remain secure and print only with user authentication
- Employees can retrieve print jobs from any HP MFP in any Principal office, adding to their mobility
- Last year HP Solutions including HP AC and HP Capture and Route helped reduce year-over-year printing by more than 4 million pages over the previous year
- Duplex printing has more than doubled from 16% eight years ago to more than 32% today, saving the paper equivalent of 64 trees



“We continue to heighten document security with HP solutions including HP Access Control. We have every confidence in the security designed into these solutions as well as the enhanced security they provide.”

– Jan Blessum, IT System Analyst - SR, Principal

Principal, headquartered in Des Moines, Iowa, is a leading global financial services company offering retirement solutions, insurance, and investment products. It implemented HP MPS with excellent results. Now, more than five years after beginning the MPS journey, Principal is building on the MPS foundation with HP Access Control and HP Capture and Route to help boost document security, reduce waste, simplify scanning, and facilitate the company’s new office “blueprint” for the future.



When Principal originally implemented HP Managed Print Services, it cut costs by more than \$1.3 million, consolidated its printing fleet, reduced paper usage, saved space, and improved uptime and print quality. Since beginning the MPS journey, Principal has reduced the number of single-function printers by 68%, and moved much of its printing to more efficient HP multifunction printers (MFPs). Its overall print volume has been reduced by more than half.

“By the time we had completed the corporate site and our largest offices with help from HP Services, we had developed repeatable instructions for how to install a card reader, a standard process, and a three-step employee communication process.”

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Now, after a number of years with an HP MPS solution, the benefits keep growing. By changing user behavior and implementing default standards, duplex printing has more than doubled in the past eight years from 16% at first to more than 32% duplex printing today. Last year, duplex printing saved one million pages of paper per month totaling more than \$30,000 in paper costs alone. This paper savings is the equivalent of approximately 64 trees.

Now Principal is building on its success with HP Access Control (HP AC) and HP Capture and Route (HP CR). For Principal, the primary goal for HP AC was to improve document security. The solution also simplifies authentication for scanning documents, helps prepare employees for a long-term company initiative to reconfigure office space, and adds cost savings resulting from HP MPS.

“Our HP account team approached us about the benefits of HP AC early in our MPS process when we were still focused on optimizing our print fleet,” explains Jan Blessum, IT System Analyst - SR. “It has taken time to get here, but we’re glad to have HP AC in place now.”

“We continue to heighten document security with HP solutions including HP Access Control,” Blessum says. “HP JetAdvantage Management software within MPS operates on our network. We have every confidence in the security

designed into these solutions as well as the enhanced security they provide.”

HP AC can be implemented in a number of ways. At Principal, it has been deployed as a secure pull printing solution with a company issued ID badge providing user authentication. The process is simple for users: when they go to an HP MFP, they swipe their ID badge to release print jobs they have sent to the HP AC print queue.

MFPs will not output a job without a user authentication. HP AC with HP CR allow users to easily scan and automatically route documents to a user’s MySite network folder.

Security, mobility, waste reduction

Deployment of HP AC is delivering multiple benefits. First, it improves security by ensuring there are no longer abandoned print jobs sitting for hours at an unattended MFP. That is important because Principal routinely works with confidential personal financial data for its clients’ employees.

“We clearly don’t want documents from human resources, or an individual’s financial information, sitting unattended on an MFP,” Blessum says. “With HP AC, we don’t have to worry anymore.”

Now with HP AC, if users print a document and forget about going to the printer, the file is erased from the print queue in 24 hours.

“We clearly don’t want an individual’s financial proposal or report, or documents from human resources, sitting out in the open in an MFP,” Blessum says. “With HP AC, we don’t have to worry anymore.”

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The second benefit is that HP AC gives Principal employees mobility to move throughout the company and pick up their print jobs anywhere. Once they swipe a company ID, their print jobs are released from the HP AC print server wherever they happen to be. They can initiate a print job from their office, then pick it up later on another floor or in a nearby building—or, in fact, at any Principal office.



Finally, the HP AC solution further reduces print costs by eliminating print waste. At the beginning of MPS, the company estimated it would be able to reduce printing by more than 3 million pages annually. Last year, Principal reduced printing more than 4 million pages from the previous year, and it continues to exceed expected savings year over year with HP MPS.

HP facilitates HP AC deployment

To roll out the HP AC solution, Principal faced a hurdle: equipping some 575 HP MFPs with badge readers, as well as educating its employees to use them.

To deal with the hardware deployment at Principal's headquarters and largest sites, Blessum brought in a small team of experts from HP. "Our own print infrastructure team is very small—just me and two other people. It was very nice to know we could easily add the extra manpower with help from HP," Blessum says.

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The HP Services team moved methodically through Principal's headquarters, floor by floor, building by building, adding the badge

readers, then moved to other company sites. The team also worked with Principal's IT team to deploy the HP AC software. And before the solution went live on each floor, the team offered on-site training.

For Principal's smaller offices—with anywhere from one to five MFPs on site—Blessum tapped into internal resources/capabilities.

"By the time we had completed the corporate site and our largest offices with HP, we had developed repeatable instructions for a standard process, how to install a card reader, and a three-step employee communication process," she says. "We knew it took literally five minutes to install the reader on each MFP. So we just leveraged whatever technical contact we could in the smaller sites to get the installation done."

Managing change effectively

Management of change was also part of the plan. Blessum's group sent out messages summarizing the changes that would take place, as well as educational materials about how employees should register their badge and use the new HP AC solution.

The group sent out Q&As with every communication and gave employees the opportunity to provide feedback, then incorporated that feedback in preparing the next communication.

There were a few isolated areas where employees were concerned that pull printing would interfere with existing workflows. In

Customer at a glance

Application

Security

Hardware

- HP LaserJet MFPs

Software

- HP Access Control
- HP JetAdvantage Management software
- HP Capture and Route

HP services

- HP Managed Print Services

two such cases, after reviewing the existing workflow, Blessum's team allowed exceptions to the HP AC pull printing requirement.

On the other hand, employees were generally happy to find that badge authentication actually simplified the process of scanning documents. "The only concern in the past was that, in order to scan, people had to register at the MFP each time," Blessum explains. They would type in their user ID and a lengthy password, "and people were always making mistakes. Now, with badge authentication, it's much faster and easier to get started."

Digitizing the new office "blueprint" with HP CR

Both the HP AC and HP CR solutions fit nicely with the new office "blueprint" at Principal that emphasizes employee mobility. Rather than having a single office where an employee works all day, day after day, the company is moving to using collaborative workspaces. Employees are more likely to move around from one area to another through the day, carrying many of their work resources in a backpack.

In order to deliver the new office model, Principal adopted solutions that would support digital workflow and document storage while reducing paper and removing filing cabinets.

"HP Capture and Route transitioned us out of the filing cabinet and toward the cloud."

— Jan Blessum, IT System Analyst - SR, Principal

"With HP Capture and Route, documents that were previously saved in filing cabinets are scanned and directed to either SharePoint project folders or to MySite, a SharePoint personal site for personal document storage," Blessum explains. "HP CR helps users access documents easily while streamlining paper management and removing the intensive space demands for filing cabinets."

Badge authentication with HP AC supports office mobility by enabling employees to send their print jobs to the HP AC print queue to output anywhere, anytime—at an ideal MFP. With the combination of HP AC and HP CR, employees can capture and digitally store more of the documents they need.

"The new flexible office 'blueprint' had to include digital filing and storage to realize the full benefits and efficiency for our employees," she says. "HP CR transitioned us out of the filing cabinet and toward the cloud."

Power of HP MPS expands

With HP Solutions, Principal has expanded the power of HP MPS and the benefits that result. Blessum says employees support the new processes when they recognize the advantages.

"When we first deployed HP MPS and optimized our print fleet, there was a giant culture change," she reflects. "When we decided to implement HP Access Control and HP Capture and Route, we had support from the line of business CIOs. If someone expressed reservations, we could simply point out the benefits: improved security, mobility, and cost savings. So on the whole, the deployment went smoothly and people understand the rationale behind it."

Looking ahead, Blessum says the HP solutions with MPS lay the groundwork for additional change and improvements.

"We're beginning to take the fleet to the next level and use it to implement new workflow processes," she says. "Now, with MPS and help from HP, we have the tools to make it happen."

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