Global Legal Firm

Security and efficiency benefits realized with HP MPS and HP Access Control

Industry
Legal services

Objectives
- Improve security of confidential customer data
- Improve quality of print services while reducing costs
- Relieve IT staff of day-to-day print management

Approach
Legal Firm has implemented an HP Managed Print Services solution with HP Access Control

IT matters
- HP Access Control encrypts print jobs in transit and on the printer's secure hard drive
- HPAC enables direct scanning to users based on ID authorization
- Automated alerts trigger toner resupply

Business matters
- Deployed HP Access Control for ID badge authentication before printing any job, eliminating the risk of having confidential client information printed at an unattended printer
- Modernized printer fleet and consolidated number of printers by nearly half
- Standardized on enterprise printers and MFPs, including PageWide technology printers, that deliver faster printing with improved quality
- Reduced costs through fleet consolidation, elimination of print waste, and integration of new PageWide technology

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— Director of U.S. Office Technology, Legal Firm

HP MPS and HP Access Control address print security concerns
This Legal Firm is a recognized leader in the legal industry. It collaborates across a global network of more than a dozen offices located in key technology and financial centers in the U.S., Asia and Europe. Clients include financial institutions, Fortune 100 companies and leading technology and sciences companies. When leading legal firms and financial services companies meet regularly to review top trends, security is an ongoing concern. This Legal Firm chose to enhance print management and security through an HP Managed Print Services solution with HP Access Control secure pull printing.

Law firms target security as new priority

According to an article in the New York Times, FBI officials and security experts agree law firms are a weak link in the fight to maintain online security. Why rob a bank physically or electronically when you can "hack in" unnoticed to get top secret data from a law firm? Why look for an information leak about mergers & acquisition news that impacts stock prices, when there is easy access through the law firm?

Security experts are advising and clients are demanding that law firms protect their confidential data with the highest level of IT security solutions. This Legal Firm is leading a proactive strategy and enlisting HP in the battle.

The firm had already taken steps to enhance security by deploying HP desktop PCs with HP Client Security, HP BIOSphere with HP Sure Start; Microsoft Security Essentials, Preboot Authentication, Password Manager, and self-encrypting solid state drives.

Printers added to the fleet include the latest generation of HP Enterprise LaserJet printers and MFPs. These printers include embedded security features like HP Sure Start with its self-healing BIOS, whitelisting, and run-time intrusion detection.

Among the firm's print initiatives was a decision to deploy HP Access Control with secure pull printing as part of an overall Managed Print Services solution from HP.

"HPAC was a cornerstone of our decision to adopt MPS with HP. We felt that others in the market could not match what HP offers in terms of printing security solutions and their deployment," says the director of U.S. Office Technology for the firm.

He notes that the FBI holds biannual meetings with the CIOs of law firms and banks to keep them aware of the potential for attackers to access corporate secrets, business strategies and intellectual property. "We have to be as secure as the banks. That's the new normal for law firms," he says.

As part of an HP MPS solution, how does HP Access Control contribute to that new standard for document security? As implemented at this Legal Firm, HPAC requires a user to have a firm-issued ID card in order to print. Users walk up to a printer, swipe their ID cards as authentication, and the printer releases their print job. It's easy for users, but also very effective. It virtually eliminates the risk of having confidential client information printed at an unattended printer, and the potential of that information being picked up by unauthorized personnel.

HPAC also encrypts print jobs both in transit and on the printer's secure hard drive. That's important because workgroup printers exist on an organization's network just like a computer. With the HPAC encryption of print jobs, even on the network, unauthorized attackers simply can't retrieve confidential documents from the print servers or printers.

"We've devoted a lot of time and effort to securing the PCs in our firm, and printers require the same vigilance," says the office technology manager and MPS program manager for the firm.

"We undergo security audits just like the banks who are our clients. We're handling their merger and acquisitions (M&A) data and their intellectual property. We have an obligation to our clients to provide the highest level of IT security, and that extends to our print network."

As a result, the firm is considering further enhancements through HP security solutions. For printing, the firm may enable the application of a single security policy across the entire printing fleet and secure new HP devices using that policy as soon as they are added to the network.

"With HP products including embedded security features, plus additional HP options to enhance security even further, we can create an IT environment customized for our security demands," he says.

MPS offers umbrella solution to improve print management

Of course, security isn't the only benefit to the Legal Firm in choosing to implement MPS. "Quite simply, we didn't want to manage printing in-house anymore," he says.

Like many growing companies, this Legal Firm realized in recent years that it had a proliferation of printers, including many that were invisible to the IT network. Printing wasn't centrally managed. Uncontrolled printing inevitably drives up costs for maintenance and supplies, and often leads to waste.

In addition, print management was using up another valuable resource at the Legal Firm: IT staff time. Throughout the company, a large number of IT trouble tickets were printing-related. Users were impacted because IT staffers spent time installing toner and troubleshooting print problems, rather than focusing on more high-level IT matters.

When it identified these challenges, the firm resolved to manage printing holistically through an outsourced MPS solution. The firm searched for an MPS provider that would understand the firm's business and management needs, including the elevated role of security. It also required a global offering to match the Firm's locations and one name emerged — HP.

"The more we evaluated our options, the more impressed we were with the full range of printing and security solutions that HP offers with MPS," the technology director recalls.

Implementing MPS, refreshing the fleet

In implementing HP Managed Print Services, the firm moved to a new way of paying for print. Rather than purchasing its printers, toner, and maintenance separately, the firm's MPS agreement is billed as a base plus click charge on a monthly basis.

The firm replaced aging printers — including some that were 6-10 years old — with new models, leased through MPS. It also cut the printing fleet by half. "With MPS, we're able to standardize on enterprise equipment that meets and exceeds our throughput needs," he says. "We get faster print times and improved quality, with the latest technology and options."

In addition to HP LaserJet printers and MFPs, the firm also deployed the HP PageWide Enterprise Color MFP X585 with PageWide technology. "That is a great solution for our needs," he says. Because the firm handles many contracts that require multiple revisions, it was printing monochrome documents on color printers to see redlined revisions, at a much higher cost per page. With the Enterprise X MFP, the firm can print redlined documents without paying for color.

Instead of purchasing remanufactured toner cartridges that caused unreliable and poor quality printing in the past, the firm now gets HP Original supplies as needed when an HP printer runs low, through automated alerts. "Before we went to MPS, if you visited any office, you could find an entire room filled with all the different kinds of toner needed in that office. It was a waste of space, and often, some toner went unused," he says.

Solutions like HP Access Control enhance the MPS solution beyond security issues. It enables "follow me" printing. When attorneys travel from office to office, they can work from a notebook PC and use their ID badges to print wherever they go. Even while traveling from one city to another, they can send documents to a print queue overnight, then badge in when they arrive at a new city in the morning.

"When we told our attorneys about this, they all nodded, but I don't think they really understood the benefits," he says. "When they started using it, they really saw the impact. Now they don't have to print hundreds of pages before they start on a big trip and then worry about securing those documents everywhere they go."

Responsive service from HP

Two years into the implementation, MPS at this Legal Firm has delivered improved security, with better quality printing from new printers at a lower total cost. Calculations of the time savings for IT personnel from MPS is roughly estimated at more than 10%.

"The HP team for our MPS solution is phenomenal," the technology director says. "They took the time to understand the challenges we faced, and fashioned a solution that meets our needs and our culture."

HP MPS is also helping the firm move ahead with a transition to digital document storage. In the past, incoming paper from courts and third parties soon got filed away. Now, the firm's administrative assistants badge in to HPAC on an HP multifunction printer and scan those documents for more efficient digital storage and retrieval.

"In the future we plan to implement workflow processes to capture key data from those documents for our database," he says. "A lot of what we have can be integrated with the MPS environment."

Looking ahead, he says the firm relies on the HP account team to remain the "quarterback" for the MPS solution. "MPS is not just something that they drop at the doorstep. The HP team works with us proactively to keep pushing for ongoing improvements."

That process includes strategic business reviews each quarter, enabling the team to monitor every aspect of print usage. It's part of an ongoing process to monitor the fleet and give the firm the best customer service and make the best use of its print fleet.

In that sense, MPS from HP demonstrates a different kind of relationship. The technology director explains that for most projects, vendors may come on-site for a pre-installation survey, then install a solution, and may even return for a post-installation visit. MPS has turned out to be much different.

Two years later, the HP team is constantly engaged in helping the Legal Firm address all of its print needs for continuous improvement.

Learn more at
hp.com/go/MPS

Customer at a glance

Applications
Office printing, copying, scanning, faxing

Hardware
•HP LaserJet Enterprise Printer M603xh
•HP LaserJet Enterprise flow MFP M525
•HP LaserJet Enterprise flow MFP M575
•HP LaserJet Enterprise 700 color MFP M775
•HP LaserJet MFPs
•HP Color LaserJet printers
•HP PageWide Enterprise Color MFP X585

Software
•HP Access Control
•HP Web Jetadmin

HP services
•HP Managed Print Services

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