

East Renfrewshire Council saves around 2 million pages with HP Managed Print Service



East Renfrewshire Council

“In the current financial climate a Managed Print Service is what all organisations should be looking at. If you are trying to drive down costs, this is an area where substantial savings can be made and on top of that, it is environmentally friendly.” Patrick Murray, E-Government manager, East Renfrewshire Council.

Objective:

East Renfrewshire Council had a large and devolved print environment that was expensive and difficult to manage. It wanted to reduce print costs and increase efficiency.

Approach:

- A Managed Print Service (MPS) contract with HP.
- Individual printers replaced by multifunction printers that print, scan, copy and fax.
- Print is managed with a SafeCom pull print solution.

IT improvements:

- Print fleet reduced from 600 devices to 152 with corresponding drop in power usage and CO² emissions.
- Hardware faults fixed in four hours rather than days.
- Remote monitoring ensures timely replenishment of supplies.

Business benefits:

- Paper usage cut from an estimated 7.2 million to 5 million pages a year saving more than 94 trees and 396 cubic metres of water.
- Reduction of 31 tonnes a year in CO² emissions.
- Savings ploughed back to improve council services for residents.



One of 32 local authorities in Scotland, East Renfrewshire Council is based in Giffnock near Glasgow and covers 67 square miles with a population of 89,000.

Committed to reducing cost and increasing efficiency, the Council identified a number of problems with its corporate print environment which included more than 600 devices with 158 different models from 18 separate vendors.

“This complex environment was difficult and expensive to support and we often relied on third parties to fix broken machines,” says Patrick Murray, E-Government manager for the Council. “The purchase of printers was down to individual departments so we had no accurate control over the estate. They also bought their own toner and spares and these were often ordered incorrectly so we had piles of stock that would never be used.”

Customer solution at a glance

Primary hardware

- HP LaserJet M3035xs MFP
- HP LaserJet M4345xs MFP
- HP LaserJet M5035xs MFP
- HP LaserJet 9050 MFP with finisher
- HP Color LaserJet 9500 MFP with stapler/stacker
- HP LaserJet P3005dn
- HP LaserJet P2015dn
- HP Color LaserJet CP3505dn
- HP Color LaserJet 5550dtn
- HP Color LaserJet CP6015dn
- HP Color LaserJet CP3505dn

Primary software

- SafeCom Follow Me
- HP Web Jetadmin
- HP Universal Print Driver

HP services

- Managed Print Services (MPS)
- E-Mentor training

Lack of control

The Council's 1,300 users printed an estimated 7.2 million pages a year but again there was no cost control of wastage, use of colour or single side print. The Council decided not to buy anymore printers and issued a tender for a Managed Print Service (MPS). It awarded the contract to HP through an Office of Government Commerce (OGC) Catalist pre-tendered arrangement.

Designed and deployed by HP, the new MPS environment has replaced individual desktop printers with shared multifunction print devices. The legacy fleet of 600 machines has been reduced to 152, including colour and mono multifunction devices that print, scan, copy and fax all in one, colour and mono printers. Lease of the devices, consumables, maintenance and support are all included in a set monthly charge adjusted for usage.

Roaming print

With a SafeCom pull print solution, print jobs are collected from any printer at any location within East Renfrewshire Council, by swiping an identity card, unclaimed jobs are automatically deleted from the print queue after 24 hours.

The Council is planning to implement HP Web Jetadmin software to remotely monitor toner levels and faults and is migrating to the HP Universal Print Driver (UPD); a single print driver that enables

greater manageability and control across the range of HP print devices.

Significant savings

In the first 12 months, print volumes have fallen from approximately 7.2 million pages to five million. This includes the deletion of 75,000 pages from uncollected jobs, savings from default duplex printing and a change in user print habits. This saving of 2.2 million sheets saves 94 trees and 396 cubic metres of water is equivalent to more than the size of an Olympic swimming pool. It also saves 20 tonnes in CO² emissions each year.

"The HP Managed Print Service enables us to drive through efficiencies and cost savings in our corporate network and we are now considering a similar solution for our education network," adds Murray. "We believe that there are even greater savings to be achieved through measures such as increased pull print and duplex printing, restricted use of colour printers, streamlining the fleet in line with utilisation statistics and reviewing the use of our central print room for large jobs."

The Council is currently piloting the HP Managed Print Service in two local schools. If the pilot is as successful as the corporate network deployment proved to be, East Renfrewshire plans to roll it out to its entire education network, including all schools in the region.

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