

# SPOTLIGHT ON PRODUCTIVITY

1 in a series of 4



## Four ways HP productivity tools can help increase IT availability

According to research conducted by Computer Economics, IT staffing increased at about half the rate of IT spending in 2006.<sup>1</sup> It's a fact that simply confirms what IT professionals have suspected for some time. Improving staff efficiency is essential if IT departments hope to meet business unit mandates and still find time for the strategic IT projects that drive business growth. Here are just four of the many ways that HP productivity tools can help.

### 1. HP devices virtually maintain themselves, which can mean fewer printer related help desk calls.

An estimated 20 percent of all calls to IT help desks are printer related.<sup>2</sup> Because HP equipment is reliable, easy-to-use and backed by comprehensive user training, our devices can actually help reduce the number of help desk calls. HP has been chosen by PC Magazine readers for the Readers' Choice award for service and reliability for 15 years in a row. What's more, many HP devices offer on-board printer diagnostics such as Menu Maps, Diagnostic Pages, Printer Usage Pages and Diagnostic Reports to help IT isolate and troubleshoot network printer issues when they do occur.

"One new, more efficient single-function or multifunctional device can replace several older, more costly ones; not only does this provide hard cost savings on equipment, but it also dramatically decreases the burden on IT and the help desk by reducing the fleet size and the number of models being maintained." – InfoTrends<sup>4</sup>

### 2. Web-based device management prevents many onsite, one-to-one fixes and takes the guesswork out of supply management.

HP Web Jetadmin is a powerful and easy-to-use fleet management software solution for remotely and securely installing, configuring, maintaining and monitoring a fleet of HP and non-HP PC-direct-connected printers and MFPs via a Microsoft Windows desktop. Providing remote, real-time, interactive diagnostics of jobs, printers or groups of printers, as well as remote printer reset and test page printing, HP Web Jetadmin management software alerts IT staff of device problems *before* they cause service interruption or downtime. In addition, HP Web Jetadmin empowers users by putting more information and resources at their fingertips including:

- » Customizable supplies report templates (in table or chart formats) to gain insight into print environment and control costs
- » Instant e-mail alerts identifying supply levels, and proactive notification of printing problems
- » Easy management of supplies inventory, usage data, future needs assessment and budget planning
- » Control of print settings and grouping of printers regardless of physical location
- » Data collection on groups of printers and creation of predictive supplies reporting

"This is perhaps the greatest strategic advantage enabled by HP Web Jetadmin—namely visibility and control of the print fleet to maintain optimization over time." – InfoTrends<sup>3</sup>

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### 3. Print driver consolidation simplifies your environment while giving mobile professionals the freedom to print anywhere.

The HP Universal Print Driver for Windows comes standard on many HP multifunction printers (MFPs) including the recently introduced HP CM8000 Color MFP series with Edgeline Technology. This single, intelligent driver replaces the individual drivers for all HP networked printers—regardless of where they are located.

A recent assessment by industry watchers at InfoTrends<sup>4</sup> uncovered the following additional benefits to IT of HP Universal Print Driver usage when interviewing some organizations utilizing the technology:

- » 20-30% less time adding new sites
- » 5-10% drop in necessary operator assistance time
- » Elimination of expensive print servers (which cost between \$300/month and \$2900/month to maintain)
- » 75% decrease in manpower to integrate printers
- » 50% reduction in man-hours per month installing, certifying, maintaining and deploying print drivers
- » 50-75% drop in administrator time

“The universality of the driver promotes faster troubleshooting and maintenance, as a projected example, saving an estimated 5,500 hours in annual IT support for an organization with 22 full-time IT engineers.” – InfoTrends<sup>4</sup>

### 4. Partnering with HP to assess, configure, deploy and maintain your printing and imaging infrastructure increases reliability while freeing up IT for more strategic projects.

HP Managed Print Services can be a valuable resource for today's overworked IT department. We can help you configure and deploy a printing and imaging environment that is more reliable and easier to maintain—and you can outsource the management of your printing and imaging environment to HP, freeing your IT department for more strategic projects.

Many HP Managed Print Services customers are realizing significant cost savings, including:

- » **37% cost savings**  
Achieved by North America's top specialty retailer of consumer electronics
- » **25% cost savings**  
Achieved by a Fortune 200 diversified global technology company
- » **25% cost savings**  
Achieved by one of the largest U.S. mutual fund companies
- » **20% cost savings**  
Achieved by a quick service restaurant company with thousands of sites worldwide

### How HP can help

HP has been an industry leader in printing and imaging innovation and reliability for more than 20 years. Whether you need to buy one printer, consolidate your devices under a single, standardized contract or you want to improve and transform the way you manage your printing environment, HP has the expertise, experience and technology to deliver the right solution, right now.

Looking for more accountability, agility and a better return on your printing and imaging investments? HP Managed Print Services can:

- » Quantify the total costs of your existing printing and imaging infrastructure
- » Help you identify savings opportunities and reconfigure your environment to take advantage of them
- » Provide ongoing supplies, service and support designed to meet your company's unique business needs
- » Monitor performance to maintain cost-effective operation over time
- » Manage your printing and imaging environment for improved business results

Your local HP representative can help you to explore a variety of cost-effective strategies for enhancing your printing and imaging environment today and into the future.

### HP at work

“With HP Managed Print Services, I'm pleased by the cost savings, the increased printer performance and delighted with the fact that I'm not getting the same number of calls about printer issues that I used to.”

– Jeff Gelb, Director of Desktop Services, Dreamworks SKG

### Want to know more?

- » To learn more about HP Managed Print Services visit us online at [www.hp.com/go/mps](http://www.hp.com/go/mps)
- » For the remaining whitepapers in this series plus the latest research, tips and tools for lowering costs and improving IT visit the HP Printing and Imaging Resource Center at [www.hp.com/large/ipg](http://www.hp.com/large/ipg)

### Notes

1. 2006/2007 IT Spending, Staffing, and Technology Trends, Computer Economics, Inc., 2006
2. “Print Management: Taking Control of Hidden Print Costs,” Louella Fernandes, ALLM E-DOC Magazine, 4/10/2007
3. “Moving Toward More Effective Print Management,” InfoTrends, Adoniou, Corr, Duek, Maziarka, June 2007
4. “One Driver to Rule Them All: The Universal Print Driver,” InfoTrends, Duek, Goodreau, Maziarka, Reardon, November 2006