Case study

Technology leader strengthens security with HP solutions

Building upon a reliable HP MPS foundation

Industry
Technology

Objective
Build on foundational print infrastructure efficiencies to gain continuous improvement in enterprise security, digital workflows, employee productivity, mobility, and environmental sustainability

Approach
- HP Managed Print Services

- HP JetAdvantage Security Manager Software for comprehensive policy-based print security

- HP Printing Security Advisory Services for comprehensive review and recommendations for a more secure printing environment

- Recycling services for equipment and supplies

IT matters
- Establish policy-based, centralized control over more than 2,000 devices in the global print infrastructure

- Strengthen information security with HP Access Control secure pull-printing authentication software for more than 100,000 users

- Implement user-to-device ratio of more than 50:1 as a global average; ratio guidelines provide resource efficiency with flexibility for user groups

- Enable efficiency of digital workflows with HP Capture and Route software for digital capture and routing of documents

- Add software solution for secure printing with mobile devices

- Reduce environmental impact with energy-efficient devices, usage controls and reduced waste

Business matters
- Strengthen information security

- Print with purpose: progressive advancement from print to digital documents

- Power continuous efficiency gains through ongoing optimization, streamlined workflows

- Focus on core competency and outsource print management to HP for global operations efficiencies

"A robust solution from HP gives the same capabilities and user experience everywhere around the world, while standardization keeps the support model simple, predictable and reliable. And HP is recognized as one of the very few leaders in the industry that have the security capabilities required for a global print infrastructure."

—Global Print Manager, leading technology company

HP security solutions and advisory services help develop cohesive printing security strategy

Silicon Valley is the hub of U.S. technology companies recognized for fostering innovation. One such leader has worked with HP for more than a decade building a solid foundation of HP Managed Print Services (MPS). The efficiencies of MPS help enable continuous improvement in enterprise security, digital workflows, employee productivity and environmental sustainability. With information security a top concern of corporations worldwide, the company engaged with experts at HP for an HP Printing Security Advisory Services comprehensive review to assist with developing a cohesive printing security strategy and recommend solutions.

Supporting this technology leader is a worldwide print infrastructure of more than 2,000 HP LaserJet and PageWide printers used in every facet of the business from human resources to clean-room environments. Nearly a decade ago, the company engaged HP Managed Print Services to help gain control over its print environment and costs, increase end-user satisfaction, and relieve its staff of time-consuming management and service responsibilities.

With HP MPS, the company is now able to customize solutions for security and document workflow; outsource management of imaging and printing devices; automate supplies management; and positively contribute to environmental stewardship by recycling printing supplies and end-of-life hardware through HP.

Foundational services establish control
The company at first leveraged managed printing to optimize and stabilize its print environment, deploying the right sized printers based on user needs to maximize employee productivity. With a device-to-user ratio of more than 50:1, the business now runs efficiently while giving every worker access to reliable, feature-rich printing and imaging.

Automated supplies management delivers original HP supplies as needed, while HP ensures devices run at peak efficiency. Usage analytics from HP supports ongoing optimization for the corporation.

The initial goal many years ago was to gain control over the true cost of ownership, to resolve downtime and customer satisfaction issues, and to implement centralized oversight and basic controls.

The company's global program today has achieved that, saving millions of dollars while enabling robust capabilities. Centralized management through HP MPS enables a singular, global view of the entire service at all times; meaningful metrics and indicators for making data-driven decisions; a consistent user experience everywhere around the world; and a highly efficient, secure, cost-effective print infrastructure.

The vision for the enterprise does not end there. The company understands the opportunity for continuous improvement and is now advancing further in its HP MPS relationship to streamline workflows, strengthen enterprise security, enable employee mobility, and further reduce environmental impact. To accomplish this, it leverages the rich ecosystem of solutions offerings available from HP.

Embedded security options
With information security a top concern of corporations worldwide, the company is strengthening its print security in a number of ways.

Recent fleet additions include the latest generation of HP Enterprise LaserJet printers and MFPs with security features. These features — like HP Sure Start with its self-healing BIOS, whitelisting, and run-time intrusion detection— come built in with FutureSmart 3.7 and higher.

Print security strategy developed with HP
Traditional vulnerabilities—such as sensitive documents left sitting on print trays, and the need for rugged protection of intellectual property—prompted the company to dig deep into security options.

The company engaged with experts at HP for an HP Printing Security Advisory Services review to assist with developing a cohesive printing security strategy and recommend solutions. HP JetAdvantage Security Manager Software supports the strategy with a streamlined, policy-based approach to securing and helping maintain the security of printing and imaging devices. The global print manager says that HP is in a position of strength with strong security solutions and advisory services.

Secure pull printing with user authentication is the best practice for the company today. Print users access devices personal identification numbers (PINs); one way to access a printer is with a simple badge swipe. Pull printing, meanwhile, enables users to send a print job to the network, and then release and retrieve it from any enabled device— decreasing the risk and waste of unclaimed documents. Secure pull printing is provided by HP Access Control Secure Pull Print, which controls the authentication process.

With employees on the go worldwide, the same authentication software allows mobile workers to print documents whenever and wherever it is most convenient. In addition, the corporation uses mobile printing software so employees may print directly from their company-managed mobile devices. HP offers a complete suite of software solutions which centralize control, visibility and efficiency of the print infrastructure.

Customer at a glance

Application
Global print infrastructure of technology innovator with more than 100,000 users

Hardware
- HP Color LaserJet Enterprise Flow MFP
- HP LaserJet Enterprise Printers
- HP PageWide Printers

Software
- HP Access Control
- HP Capture and Route
- HP mobile printing software
- HP JetAdvantage Security Manager

HP services
- HP Managed Print Services
- HP Printing Security Advisory Services
- Recycling services for equipment and supplies

Supplies
- Original HP Supplies

Digital transformation streamlines printing

At the forefront of the global digital transformation, the technology leader also is streamlining its print processes to adopt digital workflows. It integrates HP Capture and Route software to easily convert paper documents into a variety of digital formats, and routes information to email. The company is planning future solutions with content management systems, network file folders, and cloud-based storage. It uses the solution to capture documents quickly and accurately, and share content to back-office applications.

By identifying pockets of the company that consume high quantities of paper, management may review processes and find ways to help streamline workflows, further reducing cost and waste.

Environmental impact

The company has a long history of commitment to the environment, a philosophy that began with its founder and is part of the company culture. Each new generation of products has offered greater benefit to the consumer and the environment. The company strives to minimize the environmental impact of its products at all phases in the lifecycle: development, production, use, and end-of-life. It expects similar commitment from its vendors.

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>
> —Global Print Manager

The company's managed print environment includes a robust portfolio of ENERGY STAR®-qualified devices, including multifunction printers that reduce the need for single-function devices. Centralized print management ensures waste-reducing polices, such as scheduled sleep and wake-up mode, and duplex printing. Environmental responsibility is an integral benefit built into printer product design, packaging, deployment, and lifecycle management from HP.

Since becoming serious about managing printing, the company has saved entire forests of trees, tens of millions of gallons of water, millions of pounds of paper and CO2 emissions, with equally impressive results in pounds of solid waste and kilowatt hours saved.

The technology leader relies on its HP MPS relationship to remain at the leading edge of innovation, with transformative solution and service offerings.

According to the global print manager, only a full suite of HP solutions could enable what its users can do today. The company's relationship with HP demonstrates what you can accomplish when you have a vision, write it down, segment it into projects, and go after it in collaboration with the right industry experts.

The Global Print Manager concludes, "HP is a proven leader in the industry that maps very well to our needs."

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