

HP customer case study: Exeter Friendly Society deploys HP MFP devices and printers under an HP Smart Printing Services contract to ensure business continuity

Industry: Insurance

Smart printing landscape safeguards new insurance business



“We are exceptionally pleased with the HP Smart Printing Services solution through Printware and the quality and reliability of its devices. The HP MFPs and printers are easy-to-use and the service contract ensures consumables never run out. This modern efficient print environment effectively maintains itself and supports our new business well; document workflows are greatly improved.”

Mark Moreland, IT director, Exeter Friendly Society

Objective:

Exeter Friendly Society wanted to replace its ageing printing and imaging fleet with reliable, high-speed devices to support its new business. The solution had to ensure consumable supplies via a trustworthy partner.

Approach:

- Signed an HP Smart Printing Services (SPS) contract through HP Gold Preferred Partner Printware to safeguard consumable supplies.
- Deployed 19 HP printers and multifunctional devices with Edgeline technology.

IT improvements:

- A reliable, high-performance printing and imaging environment.
- Efficient management of the printing and imaging fleet.
- HP Edgeline Technology readily caters to heavy workloads for customer facing print outs.

Business benefits:

- Reliable hardware backed by an HP Smart Printing Services contract protects the new business for the foreseeable future.
- HP Web Jetadmin software ensures consumables are always available, minimising downtime, boosting efficiency and lowering stock levels.
- The company is confident that HP technology is reducing paper wastage and lowering power consumption.
- Scanning-to-email has improved workflows, speeding up the document processing time for customer documents.



UK-based Exeter Friendly Society (EFS) offers individuals a comprehensive selection of private medical insurance products to cover in-patient, out-patient and day-patient treatment, and also provides private ambulance and home nursing services. It recently entered the income protection insurance market by acquiring the Pioneer brand.

Ailing print environment lacked consumables

Operating from a single site on the outskirts of Exeter in south-western England, EFS's printing and imaging fleet evolved to create an inefficient and unreliable multi-vendor environment comprising approximately 30 devices. Before obtaining the Pioneer brand, it produced approximately 600,000 impressions annually.

“Merging the two companies will increase our yearly print volume to about 1.2 million pages and we were concerned around the hardware's ability to cope,” explains Mark Moreland, IT director, Exeter Friendly Society.

Customer solution at a glance

Primary applications

- Printing, copying and scanning-to-email

Primary hardware

- 2 x HP CM8050 Color MFP devices with Edgeline Technology
- 8 x HP Color LaserJet CM4730F MFP devices
- 4 x HP Color LaserJet CP3505dn printers
- 4 x HP Color LaserJet CP3525dn printers
- 1 x HP Color LaserJet CM6040F MFP device and 9050

Primary software

- HP Web Jetadmin management

HP services

- HP Smart Printing Services (SPS)

“Obtaining regular consumables from numerous suppliers was also a major headache especially during periods of peak demand. Amalgamating two diverse businesses with such a print environment was far too risky. We needed to standardise our fleet quickly and identify a dependable consumables supplier,” adds Moreland.

EFS benchmarked its requirements against solutions proposed by three well-known vendors including Printware Limited, a HP Gold Preferred Partner.

“We looked at the whole picture in terms of reliability, speed, maintenance and support, and vendor dependability; not just cost. Environmental issues such as paper wastage, power efficiency and our high consumable usage also entered the equation,” adds Moreland.

HP Edgeline Technology fronts solution

Under an HP Smart Printing Services contract, EFS decided to purchase eight HP Color LaserJet printers and 11 HP colour MFP devices and an additional two HP CM8050 Color MFPs with Edgeline Technology. A fee covers maintenance, service and consumable costs per-page whilst HP Web Jetadmin management software constantly monitors the fleet ensuring the availability of consumables.

“Previously we found HP printers were trouble-free and we view it as a stable long-term partner. HP offered the best all-round solution; and with the dedicated support from Printware this was an easy business decision,” says Moreland.

Smart technology eliminates copying

Specifically designed for small-to-medium sized businesses, this HP Smart Printing Services solution exemplifies its approach to lowering printing costs and simplifying print management. By consolidating EFS’s fleet by 37 per cent with modern, reliable, quality devices and introducing a dependable supply of consumables, the company’s print environment is more efficient, cost-effective and supports current and future business needs.

The HP MFPs with Edgeline Technology provide EFS with fast printing, outstanding print quality and reliability, especially during periods of peak demand for customer facing documents. “By using this Edgeline technology, I am convinced we are using considerably less paper and our print environment is less power hungry; the devices simply shutdown when not in use,” reveals Moreland.

EFS also benefits from significantly improved workflows. “By introducing scanning-to-email, we have virtually eliminated photocopying, saving time, paper and money and improving the speed of processing customer facing documents. Moreover, we do not carry a large stock of consumables; we know they will arrive in time,” concludes Moreland.

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