



“We are so impressed with the savings, easier management and clear reporting provided by our HP Pay Per Use print outsourcing contract that we now plan to integrate it into ING’s European contract so everyone can benefit from this kind of arrangement.”

– Rob Erbrink, vice president, ING Group Netherlands

Overview

Many of HP’s customers are looking for ways to enhance and better manage their imaging and printing infrastructure. With these customers in mind, HP offers a wide range of services options, including planning, deployment, management and support, to help them achieve cost savings, improve efficiencies, generate positive operation results and minimize risks.

ING Group’s challenges

Traditionally, ING relied on printers from multiple suppliers and faced challenges associated with performance, order fulfillment, financing and fleet management. After standardizing on HP notebook and desktop PCs, ING again looked to HP as it set out to create a single global imaging and printing environment.

The HP solution

In adopting HP LaserJet technology, HP Services and HP PrintAdvantage, ING successfully consolidated printing solutions previously managed by various business units and implemented a standard approach to support its growing printing needs. Today, reliance on HP PrintAdvantage allows ING to procure and manage its entire printing environment through a single, set monthly charge. HP Pay per use for Imaging and Printing services are leveraged to reduce output costs, protect ING’s existing investment, boost imaging and printing productivity, and maintain a more efficient and effective overall information environment.

Results

In addition to cost savings, the adoption of HP Pay per use for Imaging and Printing services has resulted in improved productivity for ING in the form of more efficient print planning, budgeting and utilization. To date, ING has saved €3.7 million over three years. In addition, HP printers enabled the financial services giant to cut print costs from €0.20 to €0.029 per page. Also, as it continues to leverage its HP investment, ING anticipates it will save an additional €2.9 million over the next three years.

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