



“Our organization went through a disciplined, fact-based sourcing process in order to select the preferred partner that would support the key objective of streamlining our print environment. As a result of partnering with HP, United Stationers was able to eliminate personal devices, standardize on a fleet of MFPs, launch a fully managed copy center, and develop and implement an output strategy that fit our needs. With these pieces in place, we’re now able to gather the relevant information to actively manage our fleet and optimize all relevant assets.”

– David Haugh, director, Strategic Procurement, United Stationers

Overview

Many of HP’s customers are looking for ways to enhance and better manage their imaging and printing infrastructure. HP’s Managed Print Services provide customers an easy way to standardize and manage costs above and beyond hardware to help them achieve cost savings, improve efficiencies, generate positive operation results and minimize risk.

United Stationers’ challenges

United Stationers had little insight into what its printing costs were in its corporate headquarters, relying on a mix of printers and copiers from several different manufacturers. Employees were accustomed to pulling supplies off shelves with no tracking or usage system in place. When it came time to relocate, United Stationers looked to partner with a vendor that could provide a full solution and the capability to manage the entire imaging and printing infrastructure.

The HP solution

United Stationers wanted to simplify its output environment, and leveraged the move to a new headquarters to introduce a radical change in fleet composition. Deploying primarily a standardized fleet of multi-function printers, United Stationers was able to eliminate the majority of personal devices and move users to an efficient shared model for print output.

Results

With the new output strategy in place, United Stationer eliminated hundreds of makes and models in use, while simplifying the management of assets, infrastructure and procurement needs. In addition, United Stationers introduced a fully managed in-house copy center that provides total fleet management, ensuring a higher end-user satisfaction level and minimizing the perceived concerns of a right-sized fleet of devices.

United Stationers has realized significant cost savings through this transformation, and end-user satisfaction is higher than in the previous environment thanks to a standardized and optimized output environment. HP provides United Stationers with high visibility into

the print environment and proactively manages support needs, allowing United Stationers to focus on more important aspects of its business.

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