

HP Output Management solution gets critical SAP documents to any destination, on time, every time



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– Tim Siple, Technical Solutions Group, Hewlett-Packard Company

HP customer case study: HP solves its own print infrastructure challenges and saves millions in operational costs

Industry: Technology solutions provider

Objective:

Improve the reliability of delivering output from SAP, reduce the complexity of the SAP output infrastructure worldwide, and cut the cost of maintaining the output infrastructure.

Approach:

HP implemented HP Output Server, HP Output Manager for SAP and HP Output Manager for HP Software (formerly OpenView) across HP internal operations worldwide. This currently includes 100 production SAP servers and approximately 100 legacy HP e3000 systems outputting to 28,000 printers worldwide.

IT improvements:

- Retired 190 servers worldwide.
- Redeployed 20 engineers who no longer need to support the SAP print infrastructure.
- Simplified print spooling.

Business benefits:

- Operational cost savings of \$4.5 million per year.
- Protected revenue streams due to highly reliable delivery of SAP documents worldwide.
- Accelerated business-cycle time by streamlining business workflows.

In 2003, HP realized that something needed to be done with its enterprise and data center print infrastructure. Its internal print infrastructure, complicated by the merger with Compaq, was a myriad of different products that simply could not keep pace with business demands.

Time to simplify output infrastructure

Tim Siple, member of HP’s Technical Solutions Group, recalled, “HP was using a wide array of print management software such as OpenSpool, UNIX LP, Microsoft Windows® Printing, and more. The worldwide print infrastructure had become so complex it was virtually unmanageable. The effort to keep it going and in synchronization with business demands was overwhelmingly high. It not only was failing in places, critical printouts from production environments were ‘disappearing’ between the application and the designated printer!” For example, if HP’s personal computer business was unable to print critical documents from SAP such as packing lists, invoices, and shipping and customs forms, HP could lose \$5 million per hour.

Clearly, HP needed one solution to support its worldwide print infrastructure. When advising its own customers about print output, HP asks three important questions to determine if a HP Output Management solution would be beneficial:

- Is this an enterprise output infrastructure?
- Is reliable document delivery essential for critical business processes?
- Do infrastructure management costs need to be contained or reduced?

An affirmative answer to these questions is a strong indication that a HP Output Management solution can improve reliability, efficiency, and cost effectiveness of the output environment. When HP evaluated its own infrastructure, deploying a HP Output Management solution was the obvious answer.

Customer solution at a glance

Primary application
SAP output management

Primary software

- HP Output Server
- HP Output Manager for SAP
- HP Output Manager for HP Software (formerly Open View)

HP Services

- HP implementation
- HP training
- HP software support services

Company profile

Company: Hewlett-Packard company

Headquarters: Palo Alto, California

Founded: 1939

2006 Revenue: \$91.7 billion

Size: 156,000 employees worldwide

url: www.hp.com

Primary business: A technology solutions provider to businesses, institutions and consumers globally. The company's offerings span IT infrastructure, personal computing and access devices, global services, and imaging and printing.

Full deployment worldwide in two years

HP decided to initiate the worldwide rollout of a HP Output Management solution in its three geographic regions: North and South America (Americas), Europe, Middle East and Africa (EMEA), and Asia Pacific (AP). Typical of many enterprise initiatives, the project was broken into design, build, test, and deploy phases.

It was important to get buy-in early on in the process from all of the business units that rely on SAP output. Siple noted, "Each business had unique print requirements and we identified those early to incorporate the correct solution in the design phase."

Siple described the timeline, "This project was a huge undertaking for HP, and our target window was full deployment of the HP Output Management solution across all three regions within two years. We started the Americas implementation in March 2003 and finished in January 2004, although we continued some optimization efforts through April. With the deployments in EMEA and AP, many activities happened simultaneously. The HP Output Management solution was fully deployed worldwide including taking production live by February 2005."

Premier output management solution of SAP

SAP has chosen HP as its premier output Management provider and HP Output Server has a certified interface into SAP R/3 applications. This was a compelling feature for HP with its reliance on many instances of SAP. "Within the regions, we have more than 100 production SAP systems that are now delivering printing via HP Output Server," said Siple. "We also still have approximately 100 legacy production business-critical HP e3000 systems with MPE/iX-based applications æ such as shipping and customer support æ that are routing printing through HP Output Server. However, as the HP e3000 has reached its 'end-of-life' phase, these applications are in the process of being transitioned out and replaced."

The HP Output Management solution provides reliable document delivery to virtually any destination including print, fax, email, web, and file. HP Output Server, the core of the solution, captures output from enterprise applications, and routes and tracks the job through final delivery. It negotiates and performs any required transformations and reports job status. It also enables redelivery to alternate devices to enable fail-over.

Given the critical nature of HP's enterprise SAP output environment, reliable failover was essential. Using HP Service Guard, a system recovery from failover can be completed in less than 30 minutes with no loss of generated output requests. The HP Output Management solution was also integrated with HP Software (formerly OpenView) to automate the monitoring of system health and automatic problem notification.

According to Siple, a total of 28,000 printers were configured across the three geographic regions. He noted, "There were quite a few older HP printers and non-HP printers (because of the Compaq merger) that needed to be replaced. The refreshment process was supported by a mandate from HP senior management that if a printer was older than a certain age, then it would not be supported in the HP Output Management environment. HP achieved retirement of 190 servers that had been dedicated to print. The functions of these retired printers are now handled by three high availability clustered systems, one for each region."

Reliability, efficiency, and millions in cost savings

The results speak for themselves. Siple explained, "The implementation of our HP Output Management solution in the regions has allowed us to retire 190 servers that were focused solely on running all of the various print spooling applications. With the retirement of these 190 servers and the redeployment of 20 engineers who no longer need to support the SAP print infrastructure, we have a savings of at least 4.5 million dollars per year worldwide!"

Siple concluded, "The high reliability of SAP output from the HP Output Management solution is clearly one of its biggest benefits. We don't lose critical information anymore. The HP Output Management solution offers enormous scalability and flexibility. If we get a new requirement, we're able to adapt quickly and meet new business needs swiftly."

For more information on how working with HP can benefit you, please send an email to outputmanagement@hp.com, contact your local HP sales representative, or visit us at www.hp.com/go/outputmanagement. To find out more about the alliance between HP and SAP AG, visit: www.hp.com/go/sap.

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