

# Reducing IT Costs with HP Output Management Solutions

Take control of your information delivery infrastructure



Reduce your IT costs while improving business operations.



## Are you facing daily pressure to lower your IT costs?

For most companies, the answer is a resounding YES. Yet, what happens if somewhere in your company there is a team that can't print, fax, or email purchase orders, shipping labels, personnel reports, invoices, or checks from business applications such as SAP or Oracle® Applications? Your company revenue stream is at risk and your business-cycle time slows down.

When this happens, who comes under fire? The IT department. So they apply more resources to the problem which only escalates costs. Wouldn't you rather invest that money in something that grows the business instead of spending it on repairing a weak document delivery infrastructure?

There is a better way that can save a substantial percentage of your IT budget while improving your business operations. With the HP Output Management solution—the intelligent link that gets critical documents to virtually any destination reliably, efficiently, and cost-effectively—you can reduce the cost of delivering output.

## Reduce the cost of printing

Take a practical view on output management and build a consistent infrastructure by implementing the HP Output Management solution. HP helps you optimize the number of servers and printers needed throughout your company. At the same time, you can more efficiently support your printers and other output-related infrastructure. HP's output management experts tailor the solution to meet your specific business needs and streamline your organization's enterprise printing infrastructure.

By making output management a priority, you can substantially reduce your company's enterprise-wide printing costs. InfoTrends, an independent research firm, completed a Return-on-Investment study, in May 2006, of 10 companies that have implemented HP Output Management solutions.

A large technology company responded that they previously had four simultaneous print projects and were using 500 print servers. Now, they have one unified printing solution that uses only 190 print servers. The number of higher-level systems managers previously needed to support printing has dropped by 20 positions, reducing costs and freeing IT staff for other more critical assignments. Other companies interviewed also achieved significant cost savings, all in different ways. Results varied depending upon the problems they experienced and the solution implemented.

## Lower IT costs with flexible delivery

This may be the Internet age, but many companies still rely heavily on printed documents. By switching to a single unified interface, hundreds—or even thousands—of users can simultaneously deliver documents to many types of destinations all at once. HP Output Server—the core platform of the HP Output Management solution—supports the fast, reliable delivery of business-critical reports and documents—provided in the appropriate format (PostScript™, PCL 5, TIFF, PDF, HTML, etc.)—to a variety of destinations—printers, faxes, email, web, wireless devices and FTP sites.

With the HP Output Management solution, flexible delivery options lead to big cost savings and streamlined business workflows. For example, a biomedical manufacturer that implemented the HP Output Management solution in 2002 reduced its consumables costs by 75% in the first year of implementation—a savings of several million dollars. The company was able to achieve this huge savings by enforcing specific delivery rules for every business document thanks to the flexible capabilities of HP Output Server.

“We approached the original project from the perspective of needing to build the infrastructure around the three key services, so we had a pretty large project cost estimate at the time. By leveraging existing individual best-of-breed solutions—we spent only about one third of our original budget.”

—Jim Stachowiak, Senior Technical Consultant, IT Infrastructure Team, Moen Incorporated



## Get the right reports to the right people—automatically

With the HP solution, you can compile and distribute complex documents regularly—daily, weekly, or monthly—and send the right parts to the right people with one action. Instead of compiling reports by hand and completing all the printing first, faxing documents to people who prefer faxes, and then moving on to email, you can set up the process just once so your recipients receive the information they want in the format they prefer and distribute to everyone with one action. Some HP Output Server customers are able to distribute 100,000's of documents a month—some even reaching millions. The HP Output Server scalability is highly robust and difficult to match.

## Protect revenue via reliable business processes

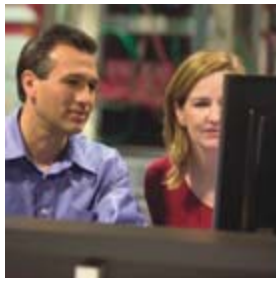
When documents or data don't get to their intended destinations, your business processes go down. Revenue is lost or delayed; customers complain. Also, every time a document is lost, someone has to hunt for it and resend it. How many employee hours are wasted?

By implementing the HP Output Management solution, losing documents or part of a document will no longer be an issue. You can track every document to its final destination and if something goes wrong in delivery, the document can be automatically sent to a backup destination—effectively minimizing business disruptions.

Prior to implementing SAP and the HP Output Management solution, a large professional services firm handling 20,000 print jobs a day was losing 2–3% of these jobs. After implementing the HP Output Management solution, that number fell to virtually nothing—less than 0.1%. Employees no longer have to invest time in resending print jobs or contacting the helpdesk, because the HP Output Management solution automatically reroutes the document and notifies the employee of the action.

In addition to saving money on equipment and supplies, HP Output Management solutions help you reduce support costs. A single, centrally-managed interface that smoothly delivers documents to a variety of output destination types reduces your helpdesk costs and general IT expenses. Within many organizations, some print problems are simply too complex for the helpdesk to resolve. Instead, IT experts are called in. You can reduce the burden of print-related issues on your IT staff by reducing the number of problems coming to them and by giving them better tools.

A Return-on-Investment study of several HP Output Management customers by Alinean, March 2007, documented average reductions for printer administration by 34%, printer supplies by 18%, and service and support contracts by 10%. The study also reported a reduction in output-generated productivity losses, mailing costs, and more. The average cost savings exceeded \$1.5 million annually for each company surveyed.



## HP Output Management solutions

### End-to-end solutions

HP Output Management solutions make it easy for you to deliver business-critical documents from virtually any business application to nearly any destination reliably and efficiently while saving money. Our solutions combine enterprise information delivery software with expert implementation, integration, software support, and customer training services. We make sure you have everything you need to provide a complete end-to-end business solution for your company.

### Software products

HP Output Server is the core software platform of any HP Output Management solution. It enables reliable, efficient, and cost-effective document delivery to enterprise output destinations virtually anywhere in the world via print, fax, email, FTP, web, wireless devices, file, and other formats. Add-on software modules are available for enhanced capabilities such as report distribution, web publishing, and multi-language printing, as well as integrations with SAP, Oracle Applications, HP Software, and others.

HP Output Management software products run on a large variety of operating systems and platforms including UNIX®, Linux, or Microsoft® Windows®.

### Implementation and integration services

You can choose from an extensive portfolio of enterprise implementation and integration services specifically designed to assist you in smoothly bringing your HP Output Management solution into your IT environment. Our services team provides planning, implementation, integration, and other customization assistance required to meet your business needs.

This team is available to provide end-to-end enterprise integration, combining HP products and services with software from leading enterprise application providers such as Oracle Corporation (Siebel, PeopleSoft, JD Edwards), EMC Corporation (Documentum), Monotype (Andale), and others.

We can also integrate output management capabilities with forms applications and archiving or content management software, as well as with leading high-availability solutions—including HP Serviceguard and IBM High Availability Cluster Management. This prevents network and equipment failures from disrupting your ability to access critical information.

### Support services

When it comes to software support and maintenance services, HP offers a wide range of options so you can rely on the precise level of assistance your company needs.

Our support options include 9x5, 13x5, or 24x7 service hours. As part of your maintenance contract, you get regular defect repair, access to expert personnel to answer any questions you may have, and ongoing software updates—everything you need to maintain an optimally running HP Output Management solution. Your account team also takes requests you may have to enhance the HP Output Management software products or services and feeds them into HP's product enhancement process for continual improvement.

Besides the basic support offerings, we offer advanced implementation and operations enhancement services that include your choice of services such as a system health check, upgrade or migration assistance, performance optimization and tuning, and more.

### Customer training services

Training helps you get the most from your solution. HP offers an HP Output Management training curriculum for delivery at HP facilities, on-site at your company, or as self-paced instruction available on a DVD. Training is essential to keeping your employees equipped with the right knowledge to optimally manage and tune your HP Output Management implementation.

A flexible purchase program for your training needs is available to help you plan and budget.

### Financing services

To assist with the adoption of the HP Output Management solution, HP Financial Services offers a complete array of leasing and financing options to enable you to work within your budget and ease your cash flow. We make it easy and economical for you to deploy world-class technology complete with hardware, software, and services, on terms tailored to your unique needs.

### For more information

For more information about HP Output Management solutions, please send an email to: [outputmanagement@hp.com](mailto:outputmanagement@hp.com) or visit: [www.hp.com/go/outputmanagement](http://www.hp.com/go/outputmanagement)

# HP Output Management solution offerings

Get your documents there every time on time

Product or service	Description	Number
<b>Software</b>		
HP Output Server	Core software platform of each HP Output Management solution with powerful new features for enhanced central management of all document delivery.	T2358AA
HP Output Distributor	Automatic report delivery with advanced bursting and bundling capabilities.	T2361AA
HP Web Delivery	Customized content delivery from HP Output Server to the web.	T2362AA
HP International Printing for HP Output Server	Accepts and delivers documents in one or multiple languages by integrating Unicode™ Standard documents with enterprise applications and output devices without modifying hardware.	BA495AA
HP Output Manager for SAP	Integration module linking HP Output Server software with SAP applications.	C8043AA
HP Output Manager for Oracle Applications	Integration module linking HP Output Server with Oracle Applications/E-Business Suite.	Q1308AA
HP Output Manager for HP Software	Integration module linking HP Output Server with HP Software (formerly HP OpenView).	C8040AA
Other interfaces	HP can also integrate with custom or proprietary enterprise applications.	Quote on request
<b>Implementation and integration services</b>		
HP Output Management Assessment and Planning Service	A thorough, step-by-step process to capture all aspects of your information delivery environment and design just the right solution for the unique needs of your business.	Quote on request
HP Output Management Implementation and Integration Services	HP experts integrate the HP solution to your legacy, proprietary and/or standard applications such as SAP or Oracle as well as any needed forms, archiving, or content management systems. HP's integration services also include a broad range of capabilities including Integration with Applications or Destinations, Deployment Planning and Execution, Production Readiness Reviews, and Go-Live Support.	Quote on request
HP Output Management Implementation Services for SAP	Comprehensive services using proven methodologies specifically designed for SAP output environments. These services simplify your implementation and improve your business processes so you can deliver critical business information more reliably.	Quote on request
HP Output Management Implementation Services for Oracle Applications	Comprehensive services using proven methodologies specifically designed for Oracle output environments. These services simplify your implementation and improve your business processes so you can deliver critical business information more reliably.	Quote on request
<b>Software support services</b>		
HP Output Management Software Support Services	HP Standard Support Services provide a choice of support 9 or 13 hours a day 5 days per week. The HP Extended Support Services provide support 24 hours a day, 7 days a week. HP Software Support Services also include regular defect repair service packs and regular enhancement releases.	Quote on request
HP Output Management Implementation and Operations Enhancement Services	Additional account-specific services are designed for businesses that run mission-critical applications and cannot tolerate downtime without significant business impact. These Implementation and Operations Enhancement Services include System Health Check, Support Planning, Migration and Upgrade Assistance, Expansion and Growth Planning, Named Response Center Resource, and Operational and Technical Advice.	Quote based on individual service modules selected
<b>Customer training services</b>		
	HP has a complete portfolio of training classes as well as self-learning materials available on a DVD. Content covers topics such as: basic system operator and system administration, advanced system administration, and usage training for add-on software.	


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