

## Swiss Post stamps out inefficient and costly print



"We used to have a multi-vendor print environment with 17,000 machines and 140 different models. Our Managed Print solution from HP has now reduced that to 6,000 printers and just six basic models, and it's saving us five million Swiss francs (€3M) a year." Ate Hollander, product manager for output services and office automation, Swiss Post

### Objective:

Swiss Post, the national postal service of Switzerland, wanted to build a more manageable and cost-effective print environment.

### Approach:

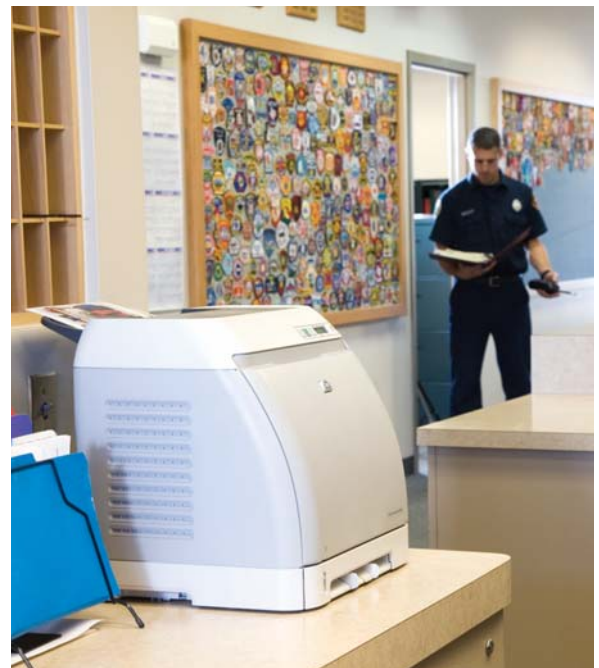
- A Managed Print Service from HP.
- Balanced deployment of printers and multifunction devices.
- Remote monitoring for consumables and usage.
- Mixed lease and pay-per-click agreement.

### IT improvements:

- Easier management through drastic reduction from 17,000 printers to 6,000, and 140 printer models to just six.
- Remote management makes consumables ordering and usage reconciliation more efficient.
- Greater convenience with fewer printer drivers and simpler staff training.

### Business benefits:

- Swiss Post saves five million Swiss francs (€3M) a year on its print costs.
- Having efficient print services in all its 2,500 post offices enables Swiss Post to provide a better service for the public.
- Cutting costs and increasing efficiency enables Swiss Post to meet its commitments as a publicly funded organisation.



Switzerland's official postal service, Swiss Post, delivers 15 million letters a day and 105 million parcels a year. It is the country's second largest employer with 55,000 employees who operate from 2,500 nationwide post offices and larger postal centres in main cities. It also runs the country's PostBus transport service.

Since it is publicly owned by the Swiss Confederation, competitiveness and profitability are two of the main drivers for Swiss Post and with volumes of 160 million pages a year, efficient print is vital.

### Print management difficult

Swiss Post had an unwieldy, expensive and unmanageable multi-vendor print landscape. With 17,000 printers and 140 different models spread

# Customer solution at a glance

## Primary applications

- General office and business functions

## Primary hardware

- HP LaserJet 4100mfp
- HP LaserJet 9000mfp
- HP LaserJet 2300dtn
- HP Color LaserJet 4600dtn
- HP Color LaserJet 5500dtn

## Primary software

- HP printer drivers
- HP Remote Monitoring Appliance

## HP Services

- Managed Print Services for deployment and installation

over all its locations, print was costing the company 16 million Swiss francs (€9.9M) a year. This inefficiency had to be corrected and the remedy was delivered by Managed Print Services from HP.

"We did the initial planning ourselves then compiled a large list of criteria covering things like our paper sizes and our copying, print, scanning and faxing needs," says Ate Hollander, product manager for output services and office automation in the IT department of Swiss Post. "We put this out to a number of suppliers and went with HP because they came back with the most cost effective offer. We then worked with HP to decide which units would be the most efficient for us."

## Lease and usage mix

The new balanced printer deployment varies from multi-user print stations in large offices like the Bern headquarters, down to single-user machines in outlying post offices. It has reduced the number of printers down to just 6,000 with six basic models that are a mix of HP Inkjet and Color LaserJet printers and

HP multifunction (MFP) devices that print, copy and fax.

The printers have been supplied under an economical mix of lease and pay-per-click, 97 per cent of them are on Swiss Post's ADSL networks which enables them to be remotely monitored each day for toner levels and page counts, using the HP Remote Monitoring appliance. Swiss Post's IT department is an Authorised Service Provider for HP and so handles most of the support in-house.

## Greater convenience

"Having a Managed Print Service from HP has saved us roughly five million Swiss francs (€3M) a year but as well as savings, it is also more convenient for us," adds Hollander. "We now have less printer drivers to manage and with fewer models, there is less information for our staff to take in."

"Also, using a print vendor like HP is good because they can offer a total service with knowledge of print servers and input from other HP departments."

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