

Optimizing Your Imaging & Printing Environment

Steve Culhane

Hewlett-Packard Company



Today's business challenges

- Economy is putting pressure on businesses of all sizes, all industries
- Businesses are being asked to do more with less
- Businesses have invested heavily in web-based business applications sitting on an Internet/intranet backbone (CRM, SFA, HRM, ERP, SCM)
- Businesses are looking to increase RoIT
- Printing and imaging environment is an “untapped” asset



According to industry watchers...

“Companies spend 1–3% of their revenue per year on output fleet management.”

Gartner Group

“Companies with 5,000 to 10,000 employees spend an average of \$3.6 million on printing annually.”

CAP Ventures

“Companies can lower their printing costs by up to thirty percent.”

IDC

“Ninety percent of all companies do not track printing costs.”

Buyer’s Laboratory

“IT spends 15% of their time on printing related issues”

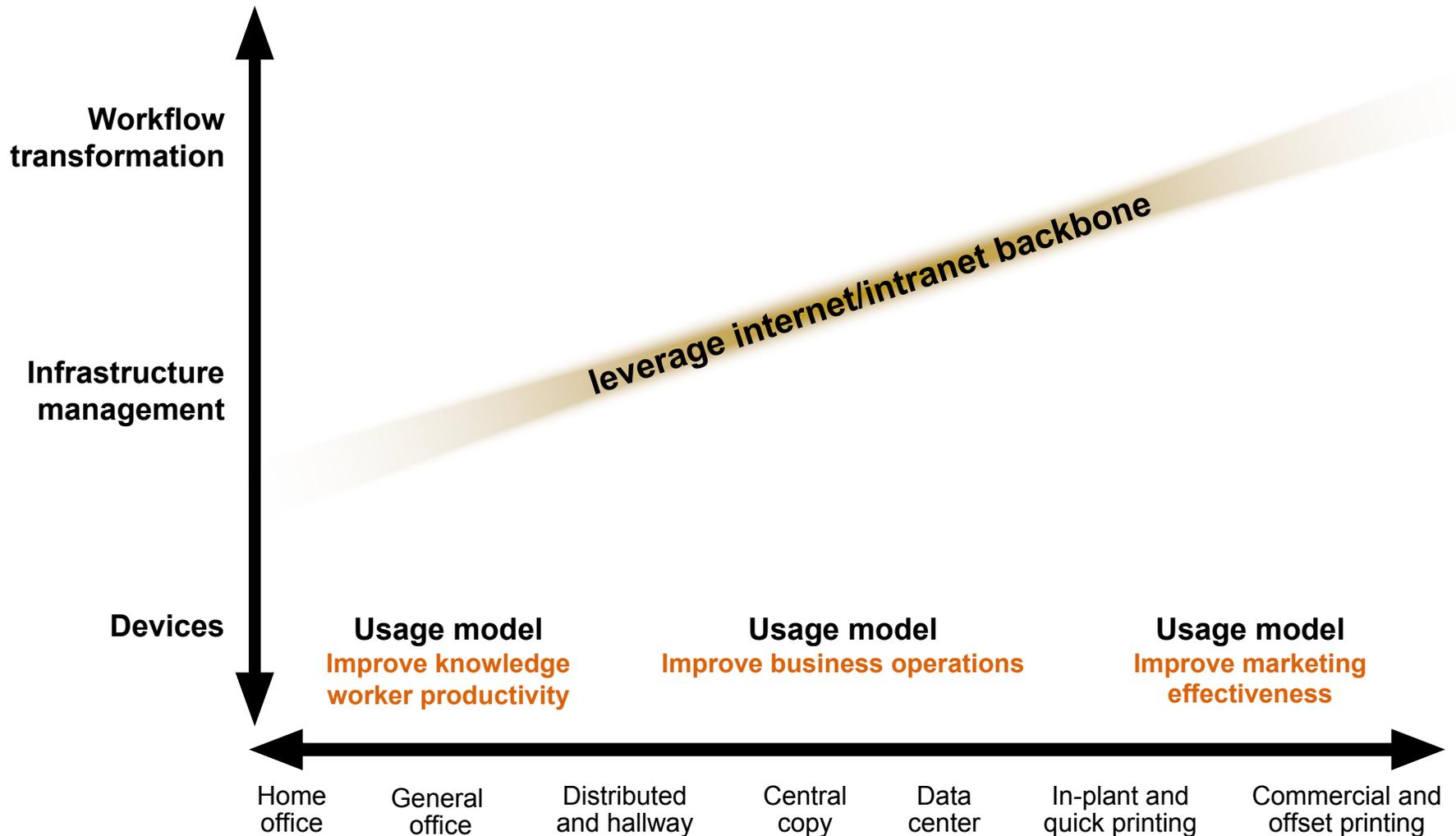
IDC

Businesses need to...

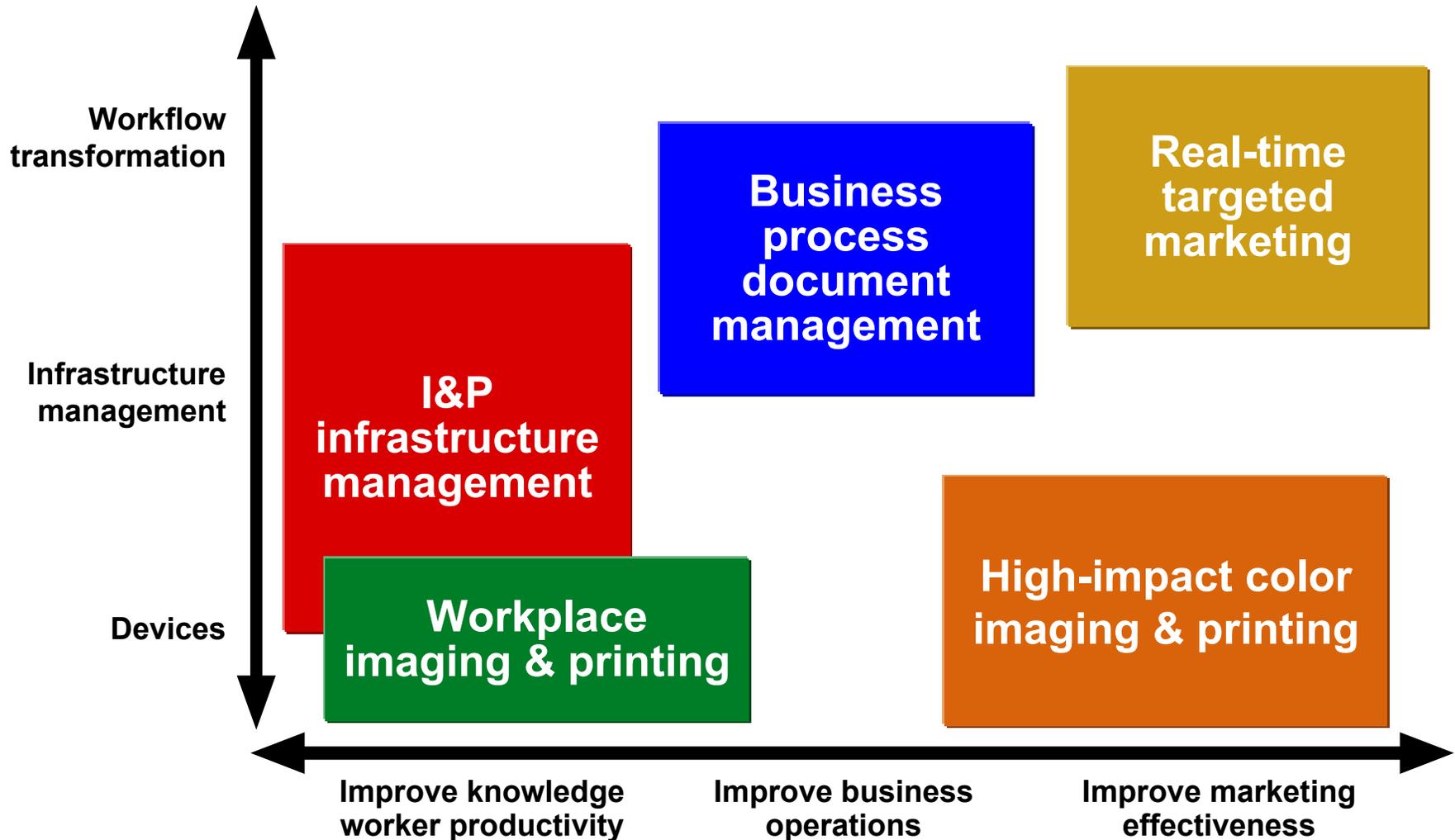
- Increase the efficiency and productivity of their resources by leveraging their investment in the Internet/intranet backbone
- Stand out from their competition
- Communicate more efficiently and effectively with their customers (existing and new)
- Manage their document workflows more efficiently and productively, while driving costs down



Imaging and Printing landscape



Imaging and Printing focus areas



Meeting customer needs

Challenges

- Enabling financial advisors to be able to print 24x7
- Simplification of network printing and remote management of print queues, drivers, and printers across 250 field offices
- Reducing the load on operational staff, and the cost of support, by removing printer driver problems

I&P infrastructure
management

Solutions

- HP total print management
 - HP Web Jetadmin
 - HP Print Server Appliance 4200
 - HP Jetdirect print servers



“We are spending a fraction of the time managing printing and a fraction of the server support costs.”

Ron Mielke

Results

- 80% reduction in network printer-related help desk calls
- Savings of \$1000 per week in support costs
- Savings of \$1700 per month in legacy print server support costs
- 24X7 printing capabilities

Meeting customer needs

Challenge

- Provide better cost control and reduced time to deliver customized point-of-sale campaigns
- Achieve faster ROI and better leverage from NFL sponsorship
- Improve ease of campaign development for distributor network
- Maintain brand integrity

Solution

- Centralized web server for download of company-approved customizable templates
- Pre-defined workflow and customizable campaign elements for distributors
- CanOPI™ software to speed downloading of large graphics files
- HP Indigo and HP DesignJet printers for high quality and superior color control
- Integration of corporate, ad agency, distributor network, design catalog, and printing services in a single distributed system

Result

- Printed materials at distributors in 4 days or less
- Brand image consistent across the campaign

Real-time
targeted
marketing



“Using the HP digital publishing solution, we now have a high-quality national brand campaign that can be tailored to specific markets, which gives us terrific mileage for our advertising dollars”

Ted Glauth
National Manager
Point of Sale and Merchandising
Coors Brewing Company

Meeting customer needs

Challenge

- Physical delivery of critical paper documents took 3—7 days
- Attorneys were missing court dates
- Attorneys were unprepared
- Case backlog was increasing

Solution

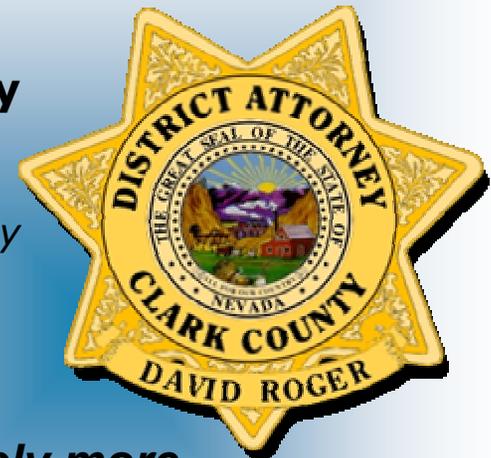
- HP Digital Sender
- Plug-in solution integrates with existing environment, email and software
- Mailbox attachments on HP shared printers

Result

- Reduced 7-day process to minutes
- Reduced staff-time cost from \$975k per year to \$65k per year
- Eliminated missed court dates
- Minimized case backlog
- Allowed attorneys to try cases more effectively

Business process
document
management

**Clark County
Nevada**
*Office of the
District Attorney*



“I’m definitely more productive. Now I don’t have to worry about paperwork stealing away valuable time I should be spending on strategy.”

Chris Owens
Chief Deputy

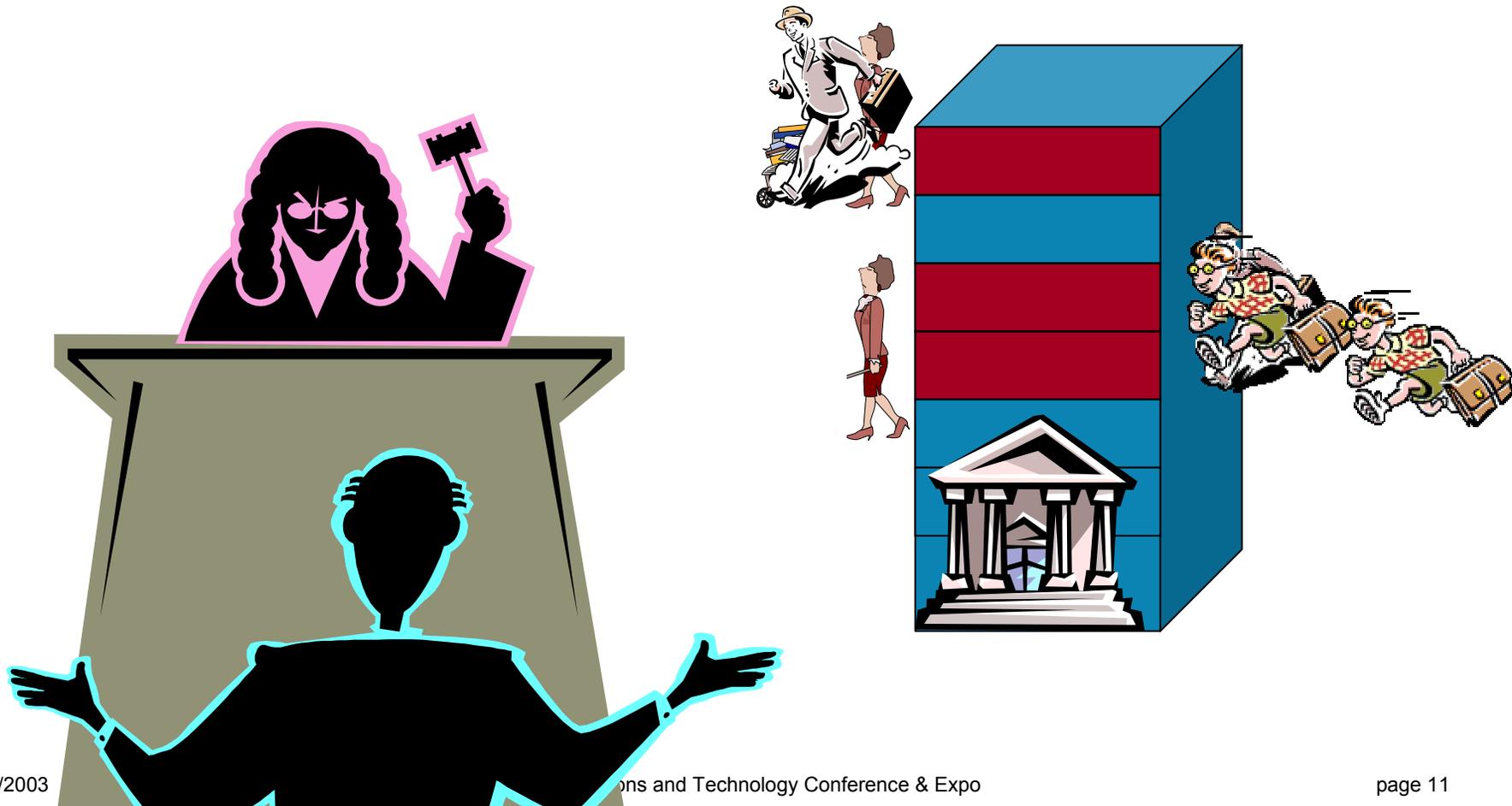
Motion Automation

John Beard

Clark County Nevada
Office of the District Attorney



The paper problem



The search

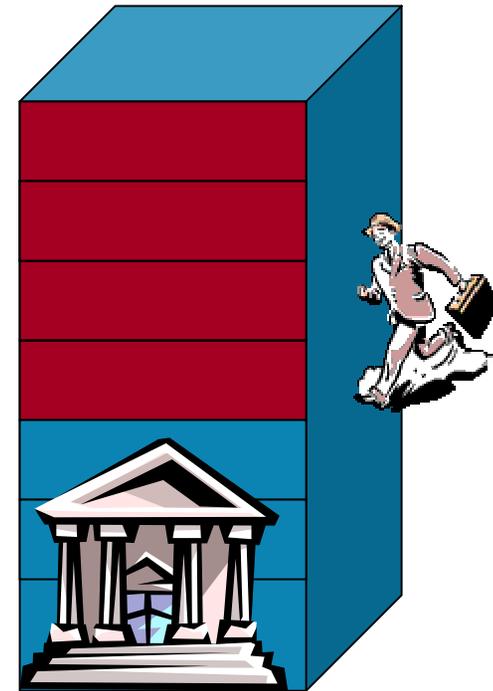
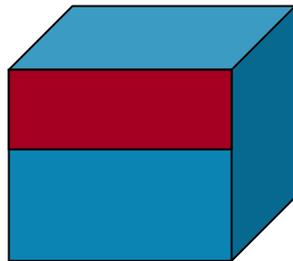
- We brainstormed as a team, we brainstormed with our partners
- We 'bumped' into an idea
- We got our partner, HP on the phone and ran the details by them
- We co-developed a solution that could leverage the existing HP equipment, and existing technologies

The solution

- To solve our paper problem the solution was to leverage our existing equipment:
 - HP 9100C Digital Sender
 - HP LaserJet Printers

- Utilizing existing technologies:
 - Microsoft SQL Server 2000
 - Microsoft IIS and ASP
 - Adobe Acrobat PDF Reader
 - Standard, low-bandwidth, text e-mail

Electronic document workflow



The website



[Welcome](#)
[Court Assignments](#)
[Search](#) **NEW**
[Not Acknowledged](#)

Welcome to The District Attorney's Office ROC System

For information on recent additions or modifications to the system,
please click the link below

[System Changes](#)

If you are encountering bugs (or you have a suggestion), please click on the Link Below

[Bug Report](#)

and enter information about your bug (or suggestion).
This will log the bug (or suggestion) into a database and E-Mail the Helpdesk.
Thank you



Who gets notified



Welcome
Court Assignments
Search **NEW**
Not Acknowledged

Court Assignments

Please select a court

JC01

Assigned Clerks

HAYESJ
GUDEMAN
MILLERT

Everyone

Account Test
Adams, Danae
Adams, Terry
Ajolo, Heather
Aldana, Ginalyn
Alex, Detoya
Ames, Tera
Anderer, Samantha
Andersen, Mary
Anderson, Denise
Aupperle, Barbara L.
Avila, Leticia
Bailey, Garrett
Baldonado, Cathye
Baldonado, Pete
Banner, Nancy
Banto, Kathryn
Barker, David
Barton, Len
Bauer, Liz

< Assign
Remove >

Search for cases



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[Court Assignments](#)
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Search

Search By	Criteria	Value	Sort By	Order	
Case No	like			<input checked="" type="radio"/> Ascending	<input type="button" value="Search/Filter"/>
				<input type="radio"/> Descending	



Search for cases



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Search

Search By Value Sort By Order

Court Name ▾ DC03 ▾ Case No ▾ Ascending Search/Filter

Descending

12 Records Returned

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6260	DC03	01f00749x	5/20/2002 11:40:02 AM		ACTIVE	jannazr
6261	DC03	01f00749x	5/20/2002 11:40:02 AM		ACTIVE	jannazr
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5834	DC03	c180624	5/7/2002 8:50:01 AM		ACTIVE	jannazr

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The feedback

Very favorable

Attorneys

Secretaries

Clerks

Runners

IT Staff

Judges

Not so favorable

Defense Attorneys

View on-line



Welcome
Court Assignments
Search NEW
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Date Logged:
11/21/2001 4:30:06 PM

Court Name:
DC03

Case Number:
C164761

Defendant(s):

Scanned By:
GUERRES

Acknowledged By:
gomezj
on
11/26/2001 10:20:05 AM



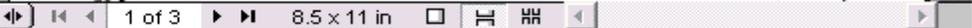






Bookmarks
Thumbnails
Comments
Signatures

1	NOTC		FILED
2	ROBERT L. LANGFORD		Nov 21 2 35 PM '01
3	Nevada Bar No. 003988		<i>Shirley S. Purgina</i>
4	ROBERT L. LANGFORD & ASSOCIATES		CLERK
5	616 South 8 th Street	DISTRICT COURT	
6	Las Vegas, Nevada 89101	CLARK COUNTY, NEVADA	
7	(702)471-6535		
8	Attorney for Defendant		
9		THE STATE OF NEVADA	
10		Plaintiff.	Case No. C164761
11		-vs-	Dept No. III
12		SEDA GEVORGYAN,	
13		Defendant.	
14	NOTICE OF WITNESSES		
15	TO: STATE OF NEVADA, Plaintiff;		
16	TO: STEWART L. BELL, District Attorney; BECKY GOETTSCH, Deputy District Attorney		
17	YOU, AND EACH OF YOU, WILL PLEASE TAKE NOTICE that the		
18	Defendant by and through his Attorney of record intends to call the following witnesses		
19	in its case in chief:		
20	NAME	ADDRESS	
21	GRAAT MURADYAN	GRAND TOUR & TRAVEL P.O. Box 251635 Glendale, CA 91225 (818)246-7104	
22			
23	///		
24	///		
25	///		
26			
27			
28			



11/17/2003

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Follow up



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ROCs Not Acknowledged

ID	Date/Time Logged	Court Name	Case No	Defendant Name	# Pages
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16181	4/16/2003 4:30:02 PM	DC08	e143171		18
16213	4/17/2003 11:20:02 AM	DC14	e190929		3
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16417	4/24/2003 1:10:02 PM	JC05	03ta0737x		2
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The results

- We believe that the most critical resource in our business is our human resources – we saved them an amazing amount of time
 - We saved between \$200,000 and nearly \$1,000,000 in lost DA employee time
 - If we were to factor in those outside of our office — judges, clerks, defense attorneys, law enforcement, detention — the numbers would be astronomical
- We helped add to something money cannot buy – credibility
- We did this for extremely low cost and were able to turn it around very quickly

Our partnership

**We do not like to buy
products from vendors**

**We believe in long term
relationships with
partners**



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