

HP customer case study: A Total Print Management solution from HP saves money and makes life much simpler for Autogrill Switzerland Ltd.

Industry: Catering

Autogrill seal of approval for HP Total Print Management solution



“When we bought individual printers and copiers from multiple vendors it cost us a fortune, not just for the hardware but also for service and supplies. The HP Total Print Management (TPM) solution is saving us a lot of time and money.” Rolf Huber, Head of IT, Autogrill Switzerland Ltd.

Objective:

Autogrill Switzerland Ltd., the Swiss subsidiary of the world's leading provider of restaurant services for people on the move, had printers and copiers from multi-vendors in 34 locations around the country and wanted to consolidate into a single vendor – managed solution.

Approach:

- The customer looked at what was available from a variety of different vendors and decided the solution from HP was the best.
- It signed a contract with HP partner beelk Services AG covering delivery, installation, rollout, monitoring and service until 2010.
- As individual service contracts run out on machines from other vendors they are replaced with HP Multifunction Printers (MFPs) and LaserJets.

IT improvements:

- Networked, monitored print solution gives control of the print process to the IT department.
- Same equipment in all locations so the many travelling staff know how to use it.
- HP to implement a SafeCom solution for secure printing in phase two.

Business benefits:

- Greatly improved return on investment thanks to consolidation of hardware, supplies and service in a single contract with a single vendor.
- A lot of time saved by having a single vendor with one contract and one telephone number rather than multiple vendors as in the past.
- Remote monitoring means staff no longer have to worry about breakdowns and printing supplies.



Autogrill Switzerland Ltd. is the Swiss subsidiary of the international Autogrill group headquartered in Italy. Autogrill operates food and beverage outlets for the traveller at airports, railway stations and along motorways as well as some restaurants in shopping malls. In Switzerland, Autogrill has 125 restaurants in 34 different locations with a workforce of 1,300.

Until signing a five-year Total Print Management (TPM) solution contract covering delivery, installation, rollout, service and supplies with HP IPSS-partner beelk Services AG, Autogrill Switzerland Ltd had printing and copying equipment from nine different vendors with each outlet ordering its own hardware and signing its own service and supply contracts. Now, when these contracts expire the old equipment

Customer solution at a glance

Primary applications

- Total Print Management solution

Primary hardware

- 2 x HP Color LaserJet 9500mfp
- 1 x HP Color LaserJet 2840 All-In-One
- 2 x HP Color LaserJet 2605dtn Printer
- 6 x HP LaserJet M4345 mfp
- 11 x HP LaserJet 3392 All-in-One
- 4 x HP LaserJet P3005x
- 2 x HP LaserJet 2420DN Printer

Primary software

- HP Digital Sending Software 4.0

HP Services

- Full service contract until 2010

is removed and replaced with HP equipment, both Multi-function Printers (MFPs) in the larger locations and single-function LaserJet printers in small outlets.

Rolf Huber, the Head of IT at Autogrill Switzerland Ltd. says: "When we bought individual printers and copiers from multiple vendors it cost us a fortune, not just for the hardware but also for service and supplies. The HP Total Print Management (TPM) solution is saving us a lot of time and money.

"When each manager selected their own equipment we had a lot of problems with breakdowns, servicing and ordering supplies. It was vital for us to consolidate to avoid continuing to lose lots of money. Before we had a lot of click contracts, where we had to pay for every copy made but now we just have to pay beelk and HP for the toner cartridges," says Huber.

"The remote monitoring is excellent as the HP remote monitoring software immediately picks up problems and alerts beelk. It also sees when a particular machine needs new toner and sends off an automatic email to beelk who then send the toner to the right location. Our staff no longer have to do anything.

"Just having the same printers in each location is a bonus for the many staff who travel around the country, as it means they only have to know how to operate one type of printer," says Huber. "There is also the advantage of having a single printing queue which allows you to print out from any printer in any location.

"We looked around at what different vendors had to offer and found HP was able to provide us with the best and most cost-effective print solution. It has also meant that as well as getting rid of the old printers and copiers we have been able to do away with personal scanners and faxes.

"It is still very much an ongoing process as there are still a lot of active contracts with other vendors. So we will be adding new HP machines as soon as these expire, and the sooner that happens the better," Huber concludes.

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