

**HP customer case study:** HP projects reducing annual print costs by over \$7 million using an approach that reduces the environmental impact of printing

**Industry:** Information Technology

## Simple concept to reduce the environmental impact of printing spurs massive cost reduction



“When we changed the default print setting for internal documents, the duplex rate immediately increased by over 60 per cent. As we roll out this optimised printing infrastructure, we expect to use 800 tonnes less paper annually, saving the company more than \$7 million per year.”  
Jon Flaxman, Chief Administrative Officer and Executive Vice President,  
Corporate Administration & Shared Services, Hewlett Packard

### Objective:

HP looked to reduce its spending on print consumables and reduce waste in its worldwide print environment, therefore reducing the environmental impact of its printing.

### Approach:

- Adopted duplex printing as a global standard in all HP offices.
- Used HP Universal Print Driver at the driver level to set print default to two-side on all devices.
- Targeted a 25 per cent reduction in office paper use by increasing the amount of duplex printing for print jobs.
- Optimised printing infrastructure by reducing the number of desktop printers and stand-alone devices and standardising on shared MFP devices.

### IT improvements:

- The project will allow HP to improve its internal printing efficiency.
- Better control of entire global printing fleet with HP Universal Print Driver.
- Best practice solution exportable to customers.

### Business benefits:

- Savings estimated to be over \$7 million annually.
- Targeted reduction of paper use of 25 per cent.
- Help towards reducing HP's carbon footprint.



Hewlett Packard has long worked to manage its environmental impact by adopting responsible practices in product development, operations and supply chain.

The company strives to be a global leader in reducing its carbon footprint, limiting waste and recycling responsibly.

Since 1987 HP has operated a well-publicised recycling programme, which now operates in more than 50 countries.

### The great recycler

In 2007, HP recycled 250 million pounds (113 million kg) of hardware and print cartridges globally, including 170 million pounds in EMEA or twice as much as in 2006. During 2007 HP achieved its goal of

# Customer solution at a glance

## Primary applications

- Printing, imaging and copying

## Primary hardware

- Worldwide fleet of HP Multifunction Printers (MFPs)

## Primary software

- HP Universal Print Driver
- HP Web Jetadmin printer management software (enables reporting of duplex rates)

having recycled a total of a billion pounds of equipment and its new goal is to recover a total of two billion pounds worth of products by the end of 2010.

As one of the world's largest IT vendors, HP is at the forefront of developing new technologies, products and processes which are designed with the environment in mind. These are not just for use by its customers, but also very much by HP itself. It often develops best practice through in-house trials and then passes the expertise on to customers.

## Potential of duplexing

A good example of this was HP's decision to trial and then to adopt duplex printing throughout its global operations. Duplex, or double-sided, printing has the potential to greatly reduce operating costs for organisations by the more efficient utilisation of resources.

HP consumes more than half a billion sheets of paper a year costing more than \$4 million. However an estimation of the real total cost of ownership (TCO) is actually \$30 million when factors such as storage costs, shipping, disposal and removal, support and energy costs are added.

## Internal pilot project

When the project was launched, HP was using duplex printing on less than 25 per cent of printing and copying jobs. Early analysis showed duplexing fluctuated from printer to printer and site to site, so a pilot was run on an internal HP department to test

how office printers' default settings influence user printing behaviour.

The pilot revealed the single biggest barrier to duplex printing was the single-sided default settings.

## Dramatic results

The solution was simple, the printing defaults were set to double-sided printing, and by using HP Universal Print Driver software HP was able to implement default duplex printing to the entire optimised global print fleet.

The HP Universal Print Driver (UPD) allows organisations to use a single driver for all HP LaserJet devices, significantly decreasing IT support. UPD helps to communicate with each printing device to determine unique print capabilities - and then presents that to the end user.

Simple or not, the results were dramatic. "When we changed the default print setting for internal documents, the duplex rate immediately increased by over 60 per cent. As we roll out this optimised printing infrastructure, we expect to use 800 tonnes less paper annually, saving the company more than \$7 million per year," concludes Jon Flaxman, Chief Administrative Officer and Executive Vice President, Corporate Administration & Shared Services, Hewlett Packard.

HP is already starting to implement the solution with customers where appropriate to bring them the same savings and help them reduce their carbon footprints.

To learn more, visit [www.hp.com](http://www.hp.com)

# United Stationers' 'War on Waste' deploys HP Managed Print Services, LaserJet fleet

Move to new headquarters spurs drive to streamline, standardize equipment



"United Stationers as an organization wanted to embrace efficiency and take complexity out of the system. We call it the 'War on Waste.'"  
—David Haugh, Director of Strategic Procurement, United Stationers

## Objective:

Streamline print environment, increase workflow efficiency, cut costs and support excellent customer service.

## Approach:

Deploy HP Managed Print Services outsourcing solution and LaserJet MFP fleet.

## IT improvements:

- Standardize platform
- Streamline equipment fleet
- Outsource fleet
- Improve output quality

## Business benefits:

- Cut print costs approximately 30 percent
- Increase workflow efficiencies
- Concentrate on core business
- Ensure uninterrupted core service

**HP customer case study:** United Stationers cuts costs, increases efficiency, ensures uninterrupted product flow with HP Outsourcing Services and HP LaserJets

**Industry:** Wholesale business products distribution



While preparing to move into sleek new corporate headquarters, United Stationers Inc. took advantage of the coming change to streamline its printing infrastructure, cut costs and increase efficiency. It accomplished these goals with HP Managed Print Services and HP multi-function printers.

"As a result of partnering with HP, United Stationers was able to eliminate personal devices, standardize on MFP printers, launch a fully managed copy center, and develop and implement an output strategy that perfectly fits our needs," says David Haugh, United Stationers' Director of Strategic Procurement.

United Stationers is a \$4.5 billion wholesale distributor of business products such as office furniture, janitorial supplies and technology products. Its clients primarily are commercial and contract office products dealers, which in turn sell to a diverse market of small to

medium size businesses. Based in Deerfield, Illinois, United Stationers offers approximately 46,000 products from 550 manufacturers—and maintains operations in Hong Kong and Mexico as well as the United States.

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*“Based on the criteria that drove the decision model HP was perfect for us because the technology was where we wanted it to be. Another big factor was the service model; HP was willing to stand behind its products. Cost was a big factor for us, and HP stood out in cost efficiency.”*

David Haugh, Director of Strategic Procurement, United Stationers

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“The value we offer our customers is superior execution of logistics services combined with innovative marketing programs, this enables our customers to deliver a unique and compelling value to their own customers,” Haugh says. “HP did an excellent job of understanding our needs and building a solution around them.”

#### **A rigorous formal process**

Knowing that the headquarters move was the perfect time to revamp the company’s print infrastructure, United Stationers executives formulated two key priorities. One, they wanted to support personnel throughout the new building to do their jobs effectively and efficiently. Two, they wanted the company’s distribution centers—34 in the United States and approximately 29 within other subsidiaries—able to reliably print the forms and box labels that keep product moving without delay to customers.

“Any disruption to those two priorities is a disruption to the organization and to customer service,” Haugh says.

A third priority was to cut costs.

Keeping these objectives in mind, United Stationers executives conducted a formal 16-week process that included a rigorous vendor-selection review. HP was identified as their “best-in-class partner.”

“Based on the criteria that drove the decision model, HP was perfect for us because the technology was where we wanted it to be,” Haugh says. “Another big factor was the service model; HP was willing to stand behind its products. Cost was a big factor for us, and HP stood out in cost efficiency.”

Preparing for a new print environment, United Stationers took stock of its existing equipment—and found more than 160 differing makes and models, many lacking network connections.

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David Haugh, Director of Strategic Procurement, United Stationers

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“There were a large number of devices out there, all of which created this massive management and service issue for our IT organization,” Haugh recalls. “The old environment clearly was not optimizing our assets or our associates’ time.”

## Customer solution at a glance

#### **Primary applications**

Enterprise printing and copy-center operations

#### **Primary hardware**

- HP LaserJet 4345mfp
- HP LaserJet 9050mfp
- HP Color LaserJet 4730mfp

#### **HP Services**

- HP Managed Print Services

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United Stationers was revamping not just infrastructure, however. It also was changing its corporate culture. For example, workers accustomed to having their own desktop printers would walk elsewhere to take output from network printers. Employees used to pulling supplies off the shelves with no tracking system in place would live in a more controlled environment.

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*“Two-thirds of the cost literally happens after you buy the hardware, with consumables including toner and paper. When we looked at HP, we said, not only is HP coming in with the right hardware costs, but the per-click charge really made HP stand out from a total-cost-of-ownership standpoint.”*

David Haugh, Director of Strategic Procurement, United Stationers

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To encourage employee buy-in to the new ways—and to ensure the new infrastructure was optimally designed—United Stationers involved all levels of the company in planning. They surveyed employees about their work output needs, device feature requirements and preferred equipment locations. All this not only gathered the data needed to design a worker-friendly system, it also sent a message throughout the company that United Stationers was serious about cutting costs.

“The project created visibility throughout the company, so that associates realized how we were taking out cost—not just at one level, but across the organization,” Haugh says.

Today, United Stationers enjoys what Haugh calls a “sleek and efficient” new print environment that slashes costs, improves efficiencies, generates positive

operational results and minimizes risk. Its two key components are a fleet of HP laser printers and HP Managed Print Services for “repro center” copying and fleet management.

#### **Cutting costs per click**

Throughout the company, United Stationers deployed HP LaserJet 4345mfp, HP LaserJet 9050mfp and HP Color LaserJet 4730mfp devices. These provide everything from network printing to fax, scanning and color. The output from these devices is faster and sharper than anything the company had before, Haugh says. What’s more, the pay-per-use service model United Stationers chose has cut printing costs approximately 30 percent.

“Two-thirds of the cost literally happens after you buy the hardware, with consumables including toner and paper,” Haugh says. “When we looked at HP, we said, not only is HP coming in with the right hardware costs, but the per-click charge really made HP stand out from a total-cost-of-ownership standpoint.”

HP Managed Print Services not only deploys United Stationers’ printer fleet efficiently, it also takes care of all maintenance, repair and supplies management. In addition, HP outsourcing staff run the company’s in-house repro center, where larger print jobs are run, three-hole punched, bound and ready to use within hours. United Stationers meanwhile is free to concentrate on its core business and assign print management to HP.

“It makes our jobs, whether we’re presenting to a customer or to the board, easy and seamless—and at a lower total cost,” Haugh says.

### **Lower costs, greater efficiency, satisfied end users**

United Stationers wanted to know: After all that planning, did the HP solution pay off as expected? The answer was a resounding, "yes." Printing costs are about 30 percent lower; networked workflows are more efficient. And, a number of employees have indicated that they actually enjoy getting up from their desks to walk a few feet to retrieve output from their network printers.

"We jokingly add now that it's part of our health and wellness program," Haugh says.

Looking to the future, United Stationers in particular appreciates its "high-touch" access to HP expertise, including ongoing support of continuous operational improvements.

"HP has done an excellent job of following up and sharing intelligence on the next area of opportunity," Haugh says. "There are always new devices emerging that can make us even more efficient."



To learn more, visit [www.hp.com](http://www.hp.com)

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4AA1-5423ENW, September 2007



# Monterey Bay Aquarium Research Institute dives for scientific research



## Monterey Bay Aquarium Research Institute

“The major selling point to us of the HP Color MFP with Edgeline Technology is that it’s designed with the environment in mind. MBARI is all about using technology to understand and protect the environment. HP helps us do that while also delivering outstanding reliability and low cost.”  
—Erin Lamb, Purchasing & Accounting Specialist, MBARI

**HP customer case study:** Monterey Bay Aquarium Research Institute deploys HP CM8060 Color MFP with Edgeline Technology for business and environmental benefits

**Industry:** Oceanographic research

### Objective:

Replace breakdown-prone copier with reliable, cost-saving device of environmentally conscious design

### Approach:

Deploy HP CM8060 Color MFP with Edgeline Technology

### IT improvements:

- Reduce copier downtime, maintenance calls
- Improve workflows with scan-to-e-mail
- Provide ease of use for office staff

### Business benefits:

- Support organization’s environmental mission
- Decrease cost per page approximately 50 percent
- Reduce energy consumption and consumables usage
- Reduce paper consumption



© 1998 MBARI Credit: Kevin Raskoff

The Monterey Bay Aquarium Research Institute, founded in 1987 by HP co-founder David Packard, is a private, not-for-profit oceanographic research center that uses the most sophisticated technologies available today to learn about the earth’s deep seas. When a copier at the institute’s Moss Landing, Calif., headquarters kept breaking down, MBARI decided to replace it with a more reliable, environmentally responsible alternative: the HP CM8060 Color MFP with Edgeline Technology.

“There are enormous cost/benefit advantages. I look at my clients’ workflow. I need to understand the documents they’re printing. In many cases, I can save them a lot of money with the HP CM8060 Color MFP with Edgeline Technology.”

– Rod Manning, Executive Vice President, NEWCAL Industries



“MBARI focuses on the marine environment, but we can’t limit our vision just to the ocean,” says Erin Lamb, MBARI’s Purchasing & Accounting Specialist. “We look to work with companies that are committed to being environmentally conscious—to recycling, reducing waste and cutting energy consumption. HP’s CM8060 Color MFP with Edgeline Technology delivers: great performance, cost savings and environmental responsibility.”

MBARI learned about the HP CM8060 Color MFP with Edgeline Technology from Bill Kovach, Monterey Branch Manager, NEWCAL Industries, a San Francisco Bay Area business services company and HP partner that has supported MBARI for more than five years. NEWCAL had been called into MBARI for multiple service calls on another manufacturer’s copier, which broke down regularly. Kovach, knowing the machine would continue to need frequent servicing, and understanding MBARI’s ethic of environmental responsibility, told Lamb about the HP Edgeline Technology. She told MBARI’s CFO, Mike Pinto, who seized the opportunity.

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*“In addition to the environmental benefits, we’re paying about half the price for color that we used to. What’s more, the HP CM8060 Color MFP has that beautiful touch-screen menu that makes it easy to use.”*

Erin Lamb, Purchasing & Accounting Specialist, Monterey Bay Aquarium Research Institute, Moss Landing, Calif.

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MBARI selected the HP CM8060 Color MFP with Edgeline Technology, the optional 4,000-sheet input

tray, four-bin job separator and HP Web Jetadmin peripheral management software.

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*“Generally, people are glad that the HP isn’t breaking down, as we had so much trouble with the old machine. Our administrators are excited about scan-to-e-mail, as it means using less paper and faster data transfer. Overall, the HP CM8060 with Edgeline Technology is simple and user-friendly.”*

Erin Lamb, Purchasing & Accounting Specialist, Monterey Bay Aquarium Research Institute, Moss Landing, Calif.

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“With regards to the environment, even the crate the CM8060 Color MFP came in was recyclable,” Lamb says. “What’s more, the machine isn’t breaking down and we pay half of what we used to pay for color.”

#### **CM8060 Color MFPs with Edgeline Technology and the environment**

HP pioneered the CM8060 Color MFP with Edgeline Technology to combine environmentally conscious design with reliable high-volume printing of outstanding quality at low operational cost. The CM8060 Color MFP with Edgeline Technology has multifunctional copy, scan, fax and print capabilities that reduce the need for multiple machines and save energy for customers. Duplex printing reduces paper usage. Using the default setting to duplex mode, paper savings are even greater. The HP CM8060 Color MFP with Edgeline Technology ink cartridges are recyclable and the machine comes packed in a recyclable wooden crate. Plugged in, the HP CM8060 Color MFP with Edgeline Technology is



ENERGY STAR® certified and scan-to-email capabilities mean less paper is used.

“This is a 15 amp vs. a 20 amp dedicated machine in any comparable device,” Rod Manning, Executive Vice President, NEWCAL Industries, says. “And there’s no fuser heat in this machine.”

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**Better for the environment, better for business**

Satisfied that they made a good choice for the environment, MBARI also is reaping business advantages from its HP CM8060 Color MFP with Edgeline Technology. Output quality is outstanding. Using an array of printheads stretched across the

page, the printer moves the paper, not the printhead. This produces more accurate ink-drop placement for crisp output using vibrant HP Vivera inks.

NEWCAL’s Manning estimates that MBARI’s total cost of ownership has dropped 15 to 20 percent with the HP CM8060 Color MFP with Edgeline Technology: The cost of color copies is down from 12 cents to 6 cents or even 4 cents; MBARI contracts for 10,000 black-and-white and 4,000 color copies a month. “There are enormous cost/benefit advantages,” Manning says. “I look at my clients’ workflow. I need to understand the documents they’re printing. In many cases, I can save them a lot of money with the HP CM8060 Color MFP with Edgeline Technology.”

MBARI’s CM8060 device sits in the organization’s highest-traffic reproduction room, where roughly 50 out of 250 employees use the machine to produce grant proposals, reports for the board, and general office documents.

“Generally, people are glad that the HP isn’t breaking down, as we had so much trouble with the old machine,” Lamb says. “Our administrators are excited



© 1997 MBARI | Credit: George Matsumoto

## Customer solution at a glance

### Primary applications

Office printing, copying, scanning and faxing

### Primary hardware

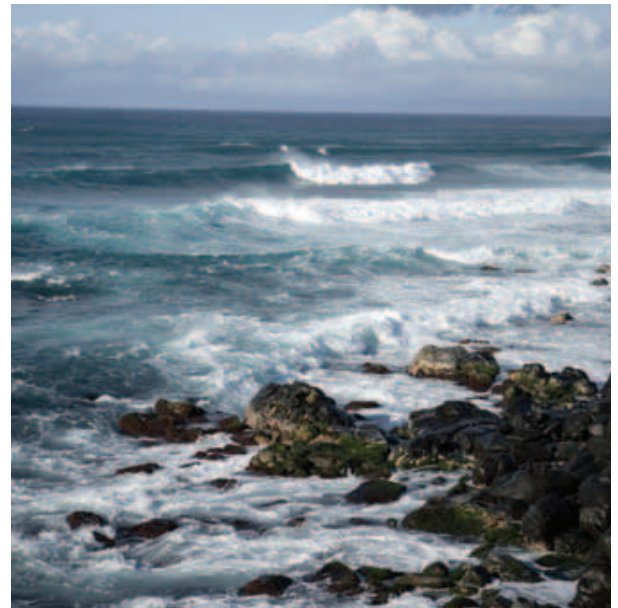
- HP CM8060 Color MFP with Edgeline Technology

### Primary software

- HP Web Jetadmin

about scan-to-e-mail, as it means using less paper and faster data transfer. Overall, the HP CM8060 with Edgeline Technology is simple and user-friendly. It has a beautiful touch screen menu that makes navigating to all the different options very easy.”

Lamb looks forward to replacing MBARI’s remaining copiers when they come off lease with HP CM8060 Color MFP with Edgeline Technology. The organization also uses HP LaserJet Printers, HP desktop computers and HP laptop computers. David Packard no doubt would have been proud to see two organizations he founded come together this way. “We share the same goals for the environment, and we put those goals into action,” Lamb says.



To learn more, visit [www.hp.com](http://www.hp.com)  
[www.newcal.com](http://www.newcal.com)

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This customer’s results depended upon its unique business and IT environment, the way it used HP products and services and other factors. These results may not be typical; your results may vary.

4AA1-9691ENW, May 2008



# CH2M HILL walks the environmental talk with HP devices, Managed Print Services



“At CH2M HILL, we do a lot of environmental cleanup projects, so we want to walk the talk. HP’s environmental vision is very similar to ours. HP solutions help us meet the environmental goals we set every year for our company.”

—Rhonda Carlson, IT Manager, CH2M HILL Companies, Ltd., Denver

**HP customer case study:** CH2M HILL uses HP Managed Print Services for operational efficiency, environmental responsibility

**Industry:** Engineering procurement, construction and operations

## **Objective:**

Meet environmental and business goals through partnership with environmentally conscious vendor

## **Approach:**

Deploy HP Managed Print Services and energy-efficient HP solutions including HP CM8060 Color MFP with Edgeline Technology

## **IT improvements:**

- Reduce paper usage through duplex printing
- Reduce energy consumption
- Consolidate with multi-function devices
- Provide reliability and ease of use for employees

## **Business benefits:**

- Meet internal environmental goals
- “Walk the talk” with customers
- Streamline printer fleet management
- Ensure operational efficiency



As a global leader in full-service engineering procurement, construction and operations, CH2M HILL delivers world-class expertise in program management, engineering solutions, construction management and operations, and maintenance. It provides innovative, sustainable and practical solutions to public and private clients around the world. Its projects range from helping the U.S. Departments of Energy and Defense clean up nuclear and hazardous waste to supporting water and transportation programs in Egypt and the West Bank.

CH2M HILL’s internal environmental practices are equally rigorous. In 2007 alone, the company realized environmental goals equivalent to saving 4,315 trees, powering 79 homes for a year and taking 98 cars off the road for a year. A key partner in this effort is HP. An HP Managed Print Services customer, CH2M HILL

takes full advantage of HP's commitment to environmental responsibility.

"HP's environmental vision is very similar to ours," says Rhonda Carlson, CH2M HILL IT Manager. "We want to do everything we can to reduce our impact, and in HP we find a supplier that fully supports both our environmental and business goals."

CH2M HILL was founded in 1946 in Corvallis, Ore.— home also of one of HP's sites. Indeed, engineers often moved between the two companies, which have remained closely aligned. A user of HP Managed Print Services (MPS) since the program began, CH2M HILL originally used the service merely to ensure that company printers ran reliably for operational efficiency. Break-fix, supplies and repairs are still critical MPS services for CH2M HILL, but the advantages it gains from the program have expanded to include streamlined procurement processes and deployment of equipment designed with the environment in mind.

#### **CH2M HILL: a global leader in sustainability**

CH2M HILL is an employee-owned company with more than 24,000 workers delivering projects on six continents. Its contributions on behalf of clients to sustainability include wastewater treatment plants, power plants and solid waste management systems from Abu Dhabi to New Zealand. Internally, the company strives to reduce its own environmental footprint through a Facilities Environmental Management System (EMS). The EMS Team covers North American operations and includes representatives from each major administrative unit: Facilities and Operations, Procurement, Fleet and Travel, Publications, Information Technology, Real

Estate, and Health, Safety, Environment, and Quality. Virtually all these functional areas see benefits from HP Managed Print Services and HP imaging and printing solutions.

"We do a lot of environmental cleanup projects, so we want to walk the talk," says Carlson. "What's powerful about our EMS Team is that it draws from the various functional groups, the people in the field who can really see what the impacts are where the work happens."

#### **An optimized HP printer fleet**

HP Managed Print Services oversees maintenance, repair and supplies for all of CH2M HILL's high-volume devices in North America. The HP LaserJet 9040 Printers and MFPs provide network-ready, reliable black-and-white printing with advanced finishing options and automatic duplexing, copying and scan-to-e-mail. The HP Color LaserJet 5550 Printer provides high-quality color printing in sizes up to 11 x 17". For CAD drawings, the company uses the HP Designjet 4000, which offers high-speed color and black-and-white printing up to 42 inches wide, with outstanding line accuracy, image quality and remote printer management.

One of CH2M's newest HP devices, the HP CM8060 Color MFP with Edgeline Technology, was designed with environmentally friendly features. The HP CM8060 Color MFP delivers outstanding quality at low operational cost. Its multifunctional copy, scan, fax and print capabilities reduce the need for multiple machines. Moving from single-function devices to MFPs can save upwards of 40 percent in energy costs. The CM8060 MFP device meets requirements for ENERGY STAR® qualification, it comes packed in a reusable

## Customer solution at a glance

#### **Primary applications**

Business convenience printing, CAD drawings

#### **Primary hardware**

- HP CM8060 Color MFP with Edgeline Technology
- HP LaserJet 9040 Printer
- HP LaserJet 9040mfp
- HP LaserJet M2727 MFP
- HP Color LaserJet 5550 Printer
- HP Designjet 4000 Printer

#### **Primary software**

- HP Web Jetadmin

#### **HP Services**

- HP Managed Print Services

“We had a strong campaign this year to make people aware of duplex printing and setting that as the default. As a result, we saw an increase of 22 percent in duplex printing. That’s just one of the HP MFP features that help us be environmentally responsible.”

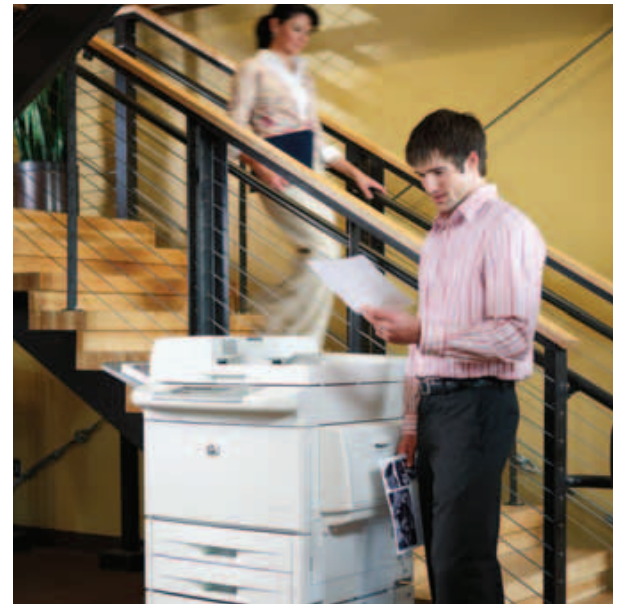
Kevin Crader, Co-leader, EMS Team, CH2M HILL Companies, Ltd., Denver

wooden crate, and the print cartridges are recyclable. Using HP Web Jetadmin, the devices can be powered off at night to save energy. What’s more, the HP CM8060 Color MFP’s automatic duplexing capabilities and reduced energy consumption are key tools in CH2M HILL’s strategy against waste.

“The HP CM8060 Color MFP is an outstanding product. The quality is superb, it’s fast, and the usability is great,” says IT Manager Carlson. “We have two so far, and we can replace three machines with one of these devices helping to save energy and office space. What’s more, the duplexing capabilities are a great benefit to our paper-reduction drive.”

As co-leader of CH2M HILL’s IT representation on the EMS Team, Kevin Crader sees the HP MFPs as a valuable tool in meeting environmental goals and printing smart. “We really had a strong campaign this year to make people aware of duplex printing and having that set as your default,” he says. “We try to take full advantage of the MFP options so employees can put more thought into their daily business practices. Do I really need to print this job or just scan and save? How many copies do I really need?”

As a result of all this, CH2M HILL in 2007 saw a 22 percent increase in duplex printing at the same time paper usage dropped 23 percent per person—or by four metric tonnes that year. Currently, the company



aims to reduce paper use another 5 percent, increase recycled paper to 78 percent of paper purchased, reduce energy consumption by 5 percent at the Denver headquarters, increase the availability of electronics recycling to 85 percent of all U.S. offices, reduce the square footage per employee by 5 percent through teleworking, and create a new part-time teleworking program.

HP is there all the way. In its real-estate reduction effort, CH2M HILL has equipped teleworkers with the HP LaserJet M2727 MFP, a reliable device demonstrating fast speeds, value-featured networking, power-saving features and duplex printing. The ability to standardize equipment across offices also saves floor space, eliminating the need to stockpile supplies for differing models. The company recycles ink and toner cartridges through the HP Planet Partners printing supplies return and recycling program. As an HP PurchaseEdge participant, CH2M HILL may apply Planet Partners recycling points toward free HP products. The company also has HP Web Jetadmin peripheral management software that when fully deployed will make it easy to schedule device sleep and wakeup modes to reduce energy usage and costs. Web Jetadmin also reports on duplex rates, an important factor when measuring success in environmental efforts.



Recently, HP partnered with CH2M HILL in a special electronics take-back event in which CH2M HILL employees were encouraged to bring in their home electronics for recycling. The event was so successful they loaded 20 pallets on a truck for recycling. "It set a precedent and hopefully it's something we'll be able to do every year," says Lisa Dunkin, co-leader of CH2M HILL's IT representation on the EMS Team. Dunkin's co-leader Crader also cites HP's attention to environmentally conscious product design and packaging. "Power consumption is always an issue. So is product profile—reducing them in size, using fewer materials and packaging. That is a big challenge we face with our vendors; there's so much waste in the packaging, so much Styrofoam. In contrast, HP ships some of its products in reusable wooden crates."

CH2M HILL's MPS contract calls for four-hour onsite response time. But that doesn't even begin to tell the story. The relationship has evolved from its simple maintenance and repair roots to an ongoing multi-dimensional collaboration, says IT Manager Carlson. CH2M HILL meets with its HP single point of contact every six months to review service statistics—bringing valuable visibility to the installed equipment base. Other MPS advantages include easy access to highly

trained technicians, the ability to order supplies electronically, and end-user delight with equipment that's reliable, environmentally responsible and easy to use. In fact, Carlson says, environmental awareness has become an important employee recruitment tool.

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*"A major benefit of the HP MPS program is that you have a lot of visibility as to what's happening in your installed equipment base in terms of usage and service. Other advantages include highly trained technicians, the ability to order supplies electronically, and end-user ease with reliable equipment."*

Rhonda Carlson, IT Manager, CH2M HILL Companies, Ltd., Denver

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"We have a continuous feedback with HP," Carlson says. "The HP product teams come out to our offices to understand how we work, what we like about the products and ways to improve. It's great when a manufacturer takes your business and environmental concerns as their own, and makes improvements based on your recommendations. HP really understands what partnership is all about."

To learn more, visit [www.hp.com](http://www.hp.com)

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4AA1-9865ENW, May 2008

