

Emerson Process Management, Rosemount Inc.

HP Managed Print Services (MPS) standardizes, streamlines, saves



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Rosemount Inc.

“HP MPS not only brings us an outstanding, cost-efficient print infrastructure, it also brings us HP expertise to keep us informed, solve problems and alert us to new technologies.”

—Julie Goodlund, Global Indirect Sourcing Manager, Emerson Process Management, Rosemount Inc., Minneapolis-St. Paul, Minn.

HP customer case study: Emerson Process Management, Rosemount Inc. streamlines, integrates with HP MPS

Industry: Manufacturing

Objective:

Print seamlessly from business software system; improve enterprise workflows

Approach:

Deploy HP Managed Print Services

IT improvements:

- Integrate seamlessly with enterprise software system
- Significantly reduce service-call burden on IT staff
- Track usage patterns to optimize deployment
- Enforce usage controls through default settings
- Consolidate infrastructure:
 - Adhere to implemented IT standards regarding device selection
 - Reduce number of models in the fleet
 - Reduce number of drivers in the environment

Business benefits:

- Streamline business processes for production line printing
- Convert approximately 10% of color printing to monochrome
- Establish efficient procurement process
- Consolidate number of vendors
- Optimize infrastructure by leveraging device usage data and creating a balanced device deployment strategy
- Reduce consumption of paper, toner and energy



Emerson Process Management, Rosemount Inc. initially moved to HP Managed Print Services (MPS) to solve a nagging problem: Its existing copiers from another vendor did not interact well with Rosemount's Oracle operating system, and therefore business-critical documents did not print properly. This hampered the manufacturing process, reduced employee efficiency and generated extra work for the IT department. These problems were quickly solved by deployment of HP printers.

But that was just the beginning of the benefits Rosemount is reaping from HP MPS. Rosemount has seen approximately 10% of color printing converted to monochrome. Now able to collect actual usage data, Rosemount makes continuous efficiency improvements. Automated document workflows increase productivity

and cut consumption of paper, toner and energy. The reduced burden on Rosemount's technology staff frees their time to provide value-added services in other areas.

"Having HP as our Managed Print Services provider is a win for us in every way," says Julie Goodlund, Rosemount's Global Indirect Sourcing Manager. "The print infrastructure not only works seamlessly with our Oracle system, it enables ongoing optimization and workflow efficiency improvements. HP is a partner to us, always available for meetings, conference calls, problem solving and information on new technologies. HP MPS enables the entire enterprise to operate more efficiently."

Global leader confronts drawbacks of non-HP print infrastructure

Emerson Process Management, Rosemount Inc. is a division of Emerson, a \$24.8 billion global leader in technology and engineering solutions for network power, process management, industrial automation, climate technologies, and appliance and tools businesses. One of eight Emerson divisions, Rosemount is a global provider of production, processing and distribution automation solutions for the chemical, oil and gas, refining, pulp and paper, power, water and wastewater treatment, metals and mining, food and beverage, pharmaceutical, and other industries. It operates 17 sites worldwide, including an 1,800-employee headquarters in Minneapolis-St. Paul, Minn.

"HP Web Jetadmin allows us to gather usage information from all our printers. Then, we can map the data onto our facilities grid to optimize deployment."

Jan Akerlind, IT Manager, Emerson Process Management, Rosemount Inc.

The Minnesota facility is key for Rosemount, and before HP, the infrastructure's incompatibility with its key ERP and database software took a terrible toll. Among the documents not printing correctly were pick slips for pulling manufacturing parts and travel cards that follow products through the manufacturing line. These were critical to company operations and ultimately to customer service. "There were a lot of issues with the vendor we were using," Goodlund recalls. "The platform by another vendor did not work well with our business operating system; we had trouble moving products through production. What drove purchasing to seek a solution was that IT was frustrated with the interface with our business software. People could not accomplish their daily tasks efficiently, and a lot of service calls were being logged."



Remarkably, the very same Oracle documents that printed incorrectly on the devices by the other manufacturer came out perfectly using HP printers the company had owned for some time. That made the decision easy. Rosemount switched to an HP only platform, including single-function and multifunction printers under the HP MPS program.

HP MPS increases efficiency, reduces consumption

HP Managed Print Services is a suite of tailored services spanning the imaging and printing lifecycle. The portfolio includes hardware selection and deployment, software, supplies, training, maintenance, support, and workflow automation. HP MPS is designed to cut costs, enhance productivity, provide environmental benefits and accelerate business results. Rosemount has leveraged the HP MPS program to refresh older technology expiring off of lease and expand its MPS portfolio with newer HP technology. Currently the U.S. site employs 150 HP multifunction and single-function devices, along with HP Web Jetadmin peripheral management software and HP Universal Print Driver.

"Right away, the HP devices and HP supplies gave us consistent, reliable high quality, along with immediate resolution of the Oracle issue," says Rosemount IT Manager Jan Akerlind. "Over time, the solution is providing value-added knowledge transfer and increasingly automated functionality."

Rosemount leveraged the HP MPS solution to standardize processes, reduce consumption and cut costs. When departmental managers need to acquire a new single or multifunction device, they log onto the company's Rosewire intranet site. HP has worked with Rosemount

to populate this site with device-specific data, costs and Rosemount-recommended printer models. Prior to implementing the HP MPS solution, Rosemount's IT staff had to devote precious time to supporting the internal purchasers' decision-making and ordering processes—and on training end users. Orders were made sporadically over the year and installation was a chore. Now orders are placed in batches. HP manages the order, order process, delivery, installation, and end user training on site. When old devices reach end of lease, HP works with Rosemount to ensure end users' requirements are understood and the replacement device meets their needs.

"We've established strong processes and procedures so internal customers can make correct solution and configuration choices, and follow through with clear, simple steps," Goodlund explains. "It's easier now to manage departmental budgeting and acquisitions from a corporate perspective."

"HP MPS has simplified our procurement process, reduced our IT burden and increased operational efficiency. Best of all, the benefits grow continuously over time."

Julie Goodlund, Global Indirect Sourcing Manager,
Emerson Process Management, Rosemount Inc.

Rosemount IT has set cost-cutting initiatives including default settings for automatic duplexing, and black-only printing on color devices. Approximately 10% of color printing has been converted to monochrome. Toner and paper consumption are down which—along with the HP devices' energy efficiency—delivers cost and environmental advantages. "We've encouraged behavior changes, so people understand how and

when to print as responsibly as possible," Goodlund says. "Now employees are making more accurate choices regarding the use of color and multiple copies."

A key reason that employees don't need to print as much is the HP solution's digital workflow capabilities, such as scan-to-print and scan-to-network folder. Printed office documents clogging mail bins are becoming a thing of the past. In addition, user

Customer solution at a glance

Primary applications

Oracle printing, pick slips, travel cards, just-in-time product manuals and general office documents

Primary hardware

- HP LaserJet P4015 Printer
- HP LaserJet 9040 Printer
- HP Color LaserJet CP4005 Printer
- HP Color LaserJet 5550 Printer
- HP LaserJet M4345 Multifunction Printer
- HP LaserJet M5035 Multifunction Printer
- HP Color LaserJet CM4730 Multifunction Printer
- HP Color LaserJet CM6040 Multifunction Printer

Primary software

- HP Web Jetadmin
- HP Universal Print Driver

HP Services

- HP Managed Print Services

manuals are stored electronically and printed on demand in any language needed, and boxed to ship with the product. A common, user-friendly interface makes it simple for employees to use any HP device throughout the company. "The print infrastructure we have from HP is closely integrated with our production and business operating systems," Akerlind says. "The scanning functionality, for example, makes it easy to store, retrieve, send and receive documents electronically, bringing significant efficiency improvements."

HP devices not only perform multiple functions, they also multitask with speed and ease, she adds. With the previous devices by another manufacturer, productivity suffered as the machines slowed down when performing more than one function at a time.

HP relationship delivers ongoing gains

Looking at next steps, Rosemount is leveraging the automation capabilities of HP Web Jetadmin and HP Universal Print Driver to support its drive for optimization. It deploys the right devices in the right places at the lowest possible cost, eliminating six machines in one year alone. "HP Web Jetadmin allows us to track usage data from all our printers," Akerlind explains. "How many double-sided prints are being made? How many black-and-white? How much in color? How many copies are being made? Once we

get the information, we can map it on our facilities grid to see which printers can be removed or re-deployed."

Meanwhile, HP Universal Print Driver will simplify the print environment by reducing the number of drivers needed. "It will mean less updating, less testing and greater efficiency overall," Akerlind says.

Through all this, she adds, HP has provided exemplary support, deployment and installation services, quarterly meetings, cost analysis, problem solving, employee education, onsite meetings, conference calls and information on new technologies being introduced to market. Rosemount was glad to simplify operations by eliminating the copier vendor. Parent company Emerson, for good reason, considers HP a preferred provider, Goodlund notes. Other Emerson divisions also may leverage this relationship through HP MPS. "HP has simplified our procurement process, reduced our IT burden and increased operational efficiency," she says. "Best of all, the benefits grow continuously over time."

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