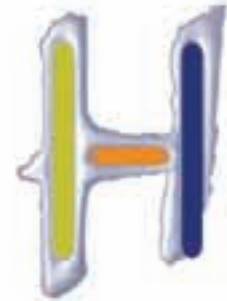


Hesketh Henry adopts an integrated printing solution to deliver better business results



“Printed documentation reflects on our company image so it is of paramount importance that every document we produce is of the highest standard. We were really impressed that HP didn’t take a one-size-fits all approach and actually developed the technology to meet our business need. We have achieved optimum quality printing and copying standards, while reducing printing costs significantly – needless to say we’re delighted with the result.”

– Justin Cox,
Operations Manager,
Hesketh Henry



HESKETH HENRY
Lawyers





Introduction

Hesketh Henry is a law firm that has a clear commitment to its clients to deliver outstanding legal service to enable them to achieve their commercial and personal objectives.

As part of an overall network infrastructure upgrade that included HP servers and back-up solutions, Hesketh Henry needed to overhaul its printing and copying solutions to deliver better business results.

“We had existing HP solutions so we knew we were dealing with proven technology that would keep our business up and running,” says Justin Cox, Operations Manager at Hesketh Henry.

With 100 staff and partners the firm has significant day-to-day printing and copying requirements. Producing in excess of two million printed pages and copies per year, the company’s technology had become outdated and service support was inadequate. Hesketh Henry needed a solution to deliver high quality printing and copying, efficiently and within budget.

The business need - a quality print and copy solution which reduces cost

Hesketh Henry undertook an extensive evaluation process and chose HP because it offered better value for money. Unlike competitors, HP’s solution could integrate with Hesketh Henry’s existing document management system and it also enabled scanning to colour, where other vendors considered offered black only scanning options.

Hesketh Henry worked with HP and supplier Laser Plus to develop a total copying and printing solution. Hesketh Henry received five HP LaserJet 9000 multi function printers, eight HP LaserJet 4300 printers, six HP LaserJet 1300 black and white printers for partners to use at home and a HP Colour LaserJet 5500 printer.

Since the newly streamlined printing and copying process was implemented, Hesketh Henry has reduced its printing and copying costs significantly - which we are delighted with to say the least,” says Justin.

“Printed documentation reflects on our company so it is of paramount importance that every report we produce is of the highest standard. Traditionally, photocopying

was more cost-effective than printing, but this is no longer the case. It was our objective to encourage the organisation to become more print-centric to boost the quality of our documentation.”

At the heart of Hesketh Henry’s new infrastructure is an Interwoven iManage document management system which has been bundled with HP Autostore software. This provides Hesketh Henry with a unique content management solution which is a first in New Zealand.

Documents are easy to store and archive and, more importantly, can be easily searched and accessed, saving both Hesketh Henry and its clients’ time and money. This is achieved through the HP Auto Store software which works in tandem with iManage to reengineer complex manual document workflows. After directly scanning a document into iManage it undergoes Optical Character Recognition (OCR), enabling a full text search.

A tailored solution

Hesketh Henry has a number of unique printing and copying requirements. As a part of this, HP provided Hesketh Henry with a bespoke copying solution.

“Previously when copying pages from law books there was poor clarity in the middle of the page of the copied document. HP and Laser Plus developed a tailored solution that solved this problem. Now the copier automatically adjusts so we get a perfect copy every time – apparently there’s a law firm in France that is interested in the solution that was developed especially for us!” said Justin.

“We were really impressed that HP didn’t take a one-size-fits-all approach and actually developed the technology to meet our business need, rather than our business having to fit in with the technology that was available. In addition, the HP solution integrated easily and securely into existing IT investments.”

“HP aims to deliver products, services, and solutions that are altogether better for business. Together with our suppliers, we are focused on understanding and responding to the business and technology needs of customers,” says Simon Smith, Corporate Account Manager, Imaging and Print Group at HP.



Improved workflow

The new infrastructure has done more than improve Hesketh Henry's existing methods of work; it has actually opened up new ways of working. Hesketh Henry used to be heavily reliant on the copy process because it was cheaper to copy documents than it was to print them. Hesketh Henry is now a print-centric organisation, which means faster and better quality documents which can be manipulated within word processing programs at the touch of a button.

Powerful alliance

Hesketh Henry works to understand its clients' needs and then focuses on delivering practical legal results. Similarly, HP worked with its business partner Laser Plus, to develop a tailored printing solution to meet Hesketh Henry's specific business needs.

"HP and LaserPlus have partnered well to provide technology expertise and reliable advice, before, during and after the purchasing process," said Justin.

"As a firm with commercially active clients every second counts. The new infrastructure allows us to provide a faster, better quality service which is highly cost effective," says Justin.

Outstanding service

Hesketh Henry has entered into a full service level agreement (SLA) with Laser Plus. This has significantly improved the support for its print and copy environment including consumable costs for printers. This agreement is volume - based which means that Hesketh Henry has complete transparency around printing and copying costs.

"The total cost of ownership is minimised with HP. Our SLA agreement provides us with added peace of mind; there are no surprises at invoicing time and best of all we can spend less time worrying about technology, and more time servicing client needs," says Justin.

Further to this, Laser Plus is able to manage all print and copy devices remotely via HP SureSupply. Hesketh Henry no longer needs to keep stocks of printer supplies on site, because HP SureSupply ensures the automatic and convenient reordering of toner and ink cartridges via the Internet.

Leveraging HP's Smart printing technology, SureSupply automatically tracks and manages customers' toner or ink level usage. It also provides alerts via a pop-up window, email or cellphone when toner or ink is low. This means the HP printers effectively self diagnose what needs replacing and then sends an email to Laser Plus who courier the supplies through as needed.

The change means the time Hesketh Henry spends in supply management and machine maintenance is virtually non-existent.

"SureSupply is part of our HP Smart Solutions, designed to address client needs for reliable but advanced technologies that can increase productivity, lower costs, and reduce risks," says Simon Smith, Corporate Account Manager, Imaging and Print Group at HP.

"The HP printing and copying solution really is an enabler for our business. The solution provides more business value with less complexity. It enhances Hesketh Henry's performance and increases our overall productivity," says Justin.

Customer at a glance:

Industry sector: Independent legal firm

Name: Hesketh Henry

Headquarters: Auckland New Zealand

Founded: 1865

Telephone: +64 9 375 8700

Number of employees: 100

URL: www.heskethhenry.co.nz

Partner at a glance:

Company: Laser Plus Ltd

Headquarters: Auckland, New Zealand

Telephone: +64 9 414 0444, Fax +64 9 4140445, Email Sales@laserplus.co.nz

Number of employees: 24

URL: www.laserplus.co.nz

Hewlett-Packard Premier Business Partner, Solutions: printers, multifunctional products, copiers, facsimile, consumables, technical support, document management software and consultancy, media storage

Why HP?

- HP had a proven track record for delivering high quality, reliable solutions
- HP delivered more business benefits cost-effectively
- HP and Laser Plus went out of their way to develop a bespoke solution that solved a real need.
- The SLA provided outstanding levels of service and transparency around cost.

Hardware

- HP LaserJet 9000 multi function printers
- HP LaserJet 4300 printers
- HP LaserJet 1300 black & white printers
- HP Colour LaserJet 5500 printer
- Legacy HP LaserJet 4000 printers

Software

- Interwoven iManage
- HP Autostore software

Challenges

- Hesketh Henry, a professional legal firm, has significant printing and copying requirements.
- Producing in excess of two million prints and copies per year the challenge was to keep operational costs down.
- Current service levels were inadequate.

Solutions

- HP partnered with business partner Laser Plus to provide a range of printers and to develop a total copying and printing solution.
- An iManage document management system with HP Autostore software provides a unique content management solution that is a New Zealand first.
- A service level agreement takes the hassle out of supplies management and hardware maintenance so Hesketh Henry can focus on its business.

Results

- The HP printing and copying solution has cut printing costs significantly, minimising the total cost of ownership for the print environment
- Reliable production of top quality reports.
- Documents are now easy to store and can be easily searched and accessed through optical character recognition.
- It has changed the way the company works by turning it print centric, making it more efficient and cost effective.