

HP delivers process improvements and cost savings to LT Sdn Bhd through efficient document workflow and high-volume printing solutions



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- Loke Pang Keong
Deputy Vice President
LT Sdn Bhd



LT Sdn Bhd, a property managing agent appointed by Talam Corporation Berhad and Kumpulan Europlus Berhad, has chosen HP's imaging & printing solutions to dramatically improve workflow processes including hardcopy business documents, and to print monthly bills for their customers. These customers are the owners and tenants of properties developed by Talam Corporation Berhad and Kumpulan Europlus Berhad.

As the maintenance arm for both Talam and Europlus, LT is responsible for the workflow processes that involve large volumes of business documents and the printing and delivery of monthly maintenance bills, water bills and related reminders. On average, LT prints 60,000 bills and reminders per month.

Challenge

Prior to partnering with HP, LT used pre-printed forms and three units of line printers with an average speed of 1,000 lines per minute to meet its high print volume requirements. These printouts were then manually decollated, bursted, sorted, folded and inserted into envelopes.

There was zero automation throughout the highly manual process – which often resulted in delays due to operator handling errors. Typically, four to five days were spent to complete the entire process, involving up to five employees at a time. As a result, LT experienced significant loss of productivity, increased printing and handling costs, and longer lead times.

Recognising the need to eliminate Total Customer Experience (TCE) issues and the high cost associated with manual processing, LT appointed HP and Serial Data Sdn Bhd, an HP Solution Partner, to design and implement a more efficient, powerful and versatile solution based on HP's industry-leading imaging and printing solutions.

Implementation

HP's strong commitment to customer success led to the successful implementation of a new workflow and printing system for LT within six weeks. For its high-volume monthly statement printing, LT uses two HP LaserJet 9000 printers coupled with HP Pay-per-use service and JetCAPS MegaForm server software. These are run using an HP ProLiant ML150 server running Microsoft Windows Server 2003. LT also employed HP services for installation - incorporating single point of contact support.

In order to make the high volume of correspondence and hardcopy business documents easily shared across the corporate network and via email, the HP OfficeJet 9130 printer provides LT with an amazingly fast and simple interface for creating high-quality digital versions of the hardcopies. This information is stored on the HP ProLiant ML150 server and routed directly to recipients by email. In addition to making document-based



workflow much more efficient, the digitized documents allow staff members to easily edit, manipulate and archive them while the originals are stored away safely.

- The HP LaserJet 9000 printer offers outstanding high volume performance and printing with excellent reliability, manageability and scalability.
- The HP Pay-per-use service delivers flexible payment options that allow LT to pay only for what they use.
- The JetCAPS MegaForm server provides LT with a quick, programming-free method of replacing expensive and difficult to handle pre-printed forms with fast, high quality, laser-printed forms. With the printed form interface matching precisely with the mailer insertion machine, significant time savings and elimination of operator handling errors was achieved.

LT benefits from the huge opportunity for savings in the efficient electronic printing of color and monochrome business forms for their high-volume printing requirements – all without the need to modify legacy server applications!

Benefits

For LT, the entire process is now dramatically reduced from five working days to just half-a-day.

“Having a dedicated, specialised high-volume printing solution is definitely a competitive advantage for LT and we have found that business advantage through HP. With HP’s customised solution for us, we have increased our productivity tremendously and the printing process can be carried out at a lower cost which has helped us save costs between 30 to 40 percent,” said Loke Pang Keong, Deputy Vice President, LT Sdn Bhd.

“We are most impressed by the easy-to-use digital sending capability of the HP OfficeJet 9130 printer. Many of our important hardcopy documents can now be easily digitized and manipulated – things are now definitely easier than when we relied on fax. The HP OfficeJet 9130 printer's ability to send electronic versions to the HP Proliant ML150 server simplifies document access for our staff – this is yet another plus point that helps workflow tremendously.”

The printing, imaging and workflow solution provided by HP's print solution partner, Serial Data Sdn Bhd, has benefited LT in terms of cost savings and increased staff productivity. They have also improved their corporate reputation and image by delivering more professional-looking document layouts for their customers; thereby increasing customer satisfaction.

Solution aspects

- 1.eForms: direct business benefits via resource optimization (save time, labor) and enhanced communication (quality output, assured correct enveloping and therefore delivery) leading to better Total Customer Experience.
- 2.EAZI IT: HP Proliant ML150 server bundled with Microsoft Windows Server 2003; services to install/configure; single point of contact helpdesk; and HP Care Pack for onsite support leading to ease of ownership.

3.HP OfficeJet 9130 printer: versatility tying into shared folders on the server, and/or tying into current email system; digitizing hardcopy documents so they can be shared, routed, and processed more easily by more people. This solution also offers the ability to easily archive hardcopy documents on server, tape or optical disk for offsite storage (suitable for important legal or financial documents - agreements, contracts, etc - that need to be kept safe and ready).

4.Pay-per-use, ease of ownership: customers get round the clock support; receive regular reports on consumption; and enjoy automatic replenishment without any huge upfront purchase of high-end printer hardware.

At a glance

User: LT Sdn Bhd

Vertical: Property/maintenance

Technology highlights

- HP LaserJet 9000 Printer
- JetCAPS MegaForm
- HP Proliant ML150 server
- HP OfficeJet 9130 printer
- Digital Sending

Challenges

- Supporting high volume printing
- Document intensive workflow processes
- Delivering the solution on time
- Meeting business needs cost-effectively
- Zero downtime expectation
- Scalable solution that can cater to future growth of print volume

Solutions

- Expertise from HP and solution partner Serial Data Sdn Bhd
- HP technologies and products in the areas of printing, imaging, servers, networking and software
- Ease of ownership with implementation and support services
- HP Pay-per-use offering
- Intelligent electronic form printing solution - MegaForm

Results

- Higher productivity with on time delivery
- Fast, reliable, accurate printing process
- Increased efficiency of document-based workflows via easy-to-use digitizing of hardcopy documents
- Easy sharing of documents via the server and network
- Significant cost savings
- Higher level of customer satisfaction
- Increased profitability and on-time fee collection