

Case study

Enerplus creates collaborative office environment with HP A3 printers



HP PageWide A3 printers reduce print costs, improve quality and enhance security

Industry

Oil and Gas

Objective

Approach workspace renovation with innovative technology for print

Approach

Look to the print expertise of HP Premier Partner WBM to map, implement and support new HP PageWide A3 technology

IT matters

- Simplify support through standardized print solution and proactive management with HP SDS, reducing demands on in-house IT
- Establish optimized print environment with reporting insight and improved security

Business matters

- Create a print solution with greater accountability, secure pull printing and environmental benefits including reduced paper waste
- Elevate the user experience, enabling users to pull print from any device at any location



“Enerplus is very focused on the environment and we produce some of the most responsibly developed oil and natural gas in the world. We work to make business decisions with people and the environment in mind. Selecting HP PageWide A3 printers is one example.”

– Jeremiah Brinkworth, Team Lead, Client Services and Service Desk, Enerplus

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Standardizing to the latest HP printers supports print optimization and strengthens security

Enerplus is a North American energy business exploring and producing oil and natural gas. By standardizing on HP PageWide A3 printers for its corporate office renovation project, the business has created a flexible print environment with environmental benefits. Print costs are down, paper waste is down, and quality is the best ever.

“We have greater visibility into end-user needs and workflow patterns, and the ability to ensure greater governance.”

— Jeremiah Brinkworth, Team Lead, Client Services and Service Desk, Enerplus

Industry:

Oil and Gas

Company name:

Enerplus

Location:

Canada

Website:

www.enerplus.com

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Challenge

Rethinking print around shared spaces

Enerplus is a North American exploration and production company in the oil and gas industry. The business operates in both Canada and the U.S. and is listed on both the Toronto and New York Stock Exchanges. It prides itself on producing some of the world's most responsibly developed oil and natural gas.

The business faces a number of challenges. Enerplus must adhere to strict business regulations, and be agile enough to explore new opportunities, while consistently driving operational efficiencies. Enerplus had an independent approach to print. Its multiple site offices had local arrangements for print, leaving the business with a wide-ranging and even differing user experience, inventory challenges and uneven SLAs. Working with WBM, an HP Canada Premier Partner, the business consolidated every office on standardized HP printer models.

“It paid off significantly,” explains Jeremiah Brinkworth, Team Lead, Client Services and Service Desk at Enerplus. “WBM was able to articulate the value in the project, and we've continued by looking at the head office environment in Calgary. As we renovate the office workspace, we see the opportunity to rethink print and integrate new print technology, particularly into the new shared spaces.”

Specifically, Brinkworth continues, Enerplus wanted to explore the use of high-quality printers able to handle higher print volumes, but shared by multiple users: “Is there a way we can have people move around the office, mix with colleagues, yet share a printer without having to wait? Maybe a shared printer could encourage collaboration.”

Solution

Users champion new print functionality

With training by WBM, an Enerplus team piloted an HP PageWide A3 printer at the Calgary offices. He found users were very willing to be involved.

“The fact that we were replacing old machines with the latest technology helped us,” says Brinkworth. “We had users on board from day one. In fact, though WBM was there to help, we had in-house ‘champions’ show us the range of functions on the PageWide printers.”



Share with colleagues

Getting users on board, he explains, helped with the change to a new technology before the wider deployment. Old printers were either donated to charity or recycled.

Benefits

An efficient print environment

Today, the Enerplus print environment is well managed, more efficient and widely versatile.

“For instance, we're smarter in the way we use color, and more consistent in the choice of paper,” says Brinkworth. “Now, every printer can print the way a user likes.”

The print environment is more productive, as is the IT support team. WBM is notified automatically when toner is running low or if there is a support need. “We're replacing toner before the user ever realizes it was running low,” he says. “And we now have printers that just keep printing.”

The print refresh is in step with the renovation of the corporate office. Modern IT devices, stylish furniture, more natural light, and even better coffee make for a very nice place to work.

The next step for Enerplus will include the introduction of Equitrac management software. He says this solution will help facilitate pull printing throughout the company and provide enhanced reporting capabilities. “It means anyone can pull a print job from any printer, on any floor, with no risk of sensitive material being accidentally picked up. Any ‘collisionable’ hours will include staff meeting in collaboration, rather than waiting in line to print.”

This will have multiple benefits: security, reduced paper usage, and clearer reporting. “The pull print solution will give us greater visibility on end-user print needs and behavior. We'll see usage by department or by job function. It will give us a view of workflow patterns, and assistance in the governance of data.”

The entire print solution supports the Enerplus commitment to sustainability and waste reduction.

A more productive print environment, Brinkworth says, means more time can be spent on strategic IT: “You're always going to have challenges in IT support. Our job is to minimize any difficulties. With HP and WBM, and the success of this deployment, we've significantly improved printing. I don't even think about printers any more. I press print, and it prints.”

Learn more at
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