

## Case study

# Rialto Unified School District

K-12 district reduces print costs 40% with HP MPS



### Industry

K-12 Education

### Objective

Reduce printing expenses while upgrading print infrastructure features and reliability within bold timeframe

### Approach

Engage HP Managed Print Services to rapidly deploy and manage right-sized HP LaserJet printers

### IT matters

- Meet aggressive deployment schedule to replace 1,432 printers within one month
- Simplify by standardizing on one mono and one color printer model
- Gain wireless capability, energy efficiency and reliability in print devices

### Business matters

- Reduce print costs 40%<sup>1</sup>
- Save \$400,000 annually<sup>1</sup>
- Support educational mission



**“HP MPS was invested in our success from the beginning, enabling us to cut print costs by 40%<sup>1</sup> while replacing more than 1,400 district printers on an aggressive timeline.”**

—Daniel Distrola, purchasing manager, Rialto Unified School District



California's Rialto Unified School District was burdened by aging, unreliable, and costly print devices under a service contract with another print vendor. When that contract expired, Rialto looked to improve its print environment and turned to HP Managed Print Services (MPS). With HP MPS, the District was able to upgrade its printers while cutting print costs by 40%<sup>1</sup>. HP MPS teamed with District staff to meet a zealous schedule and replace 1,432 devices within one month.

Printing is central to the educational mission of Rialto Unified School District, which provides K-12 education to 26,485 students. In the past, printers appeared in classrooms and administrative offices of this 3,800-employee District.

Considering what the District was paying for printing under its old contract, the total cost was too high. “We were overpaying for outdated equipment,” says Daniel Distrola, Rialto USD’s purchasing manager, “and we had nothing to show for it at the end of the lease term.”

The original five-year contract had been extended for two years and was set to expire at year-end. Some of the printers had been present for seven years, all were aging, and breakdowns were increasing. Rialto considered managed print proposals from three vendors and selected HP. HP MPS combines innovative hardware, software, and services to optimize, manage, and improve printing and digital workflows.

The District was already a satisfied user of HP notebook PCs and chose to leverage the expertise in HP MPS to standardize on the right print devices for its volume and functionality needs. Then the real test began to successfully replace the 1,432 old printers on a very aggressive schedule.

**“I had to look board members in the eye and say, ‘I guarantee you this will get done.’”**

– Daniel Distrola, purchasing manager, Rialto Unified School District

## Standardizing for simplicity

Purchasing Manager Distrola wanted, for the sake of simplicity, to standardize on one mono and one color model that would meet all the District’s varied needs. “I wanted to make sure they could serve as workhorses,” he says.

The HP MPS team examined the usage history of the existing printers to determine volume needs, and also discovered which features end users needed. Wireless capability was the top request from District employees. For mono

printing, Rialto chose the HP LaserJet Pro M401dne printer, and for color the HP LaserJet Enterprise M551 printer.

**“It was amazing teamwork. They moved mountains to get this done, and HP MPS was commanding the ship.”**

– Daniel Distrola, purchasing manager, Rialto Unified School District

These ENERGY STAR® Qualified printers increase the District’s energy efficiency, provide professional-quality output and are easy to use. They also come endowed with security authentication features the District may deploy as needed, and HP ePrint capabilities for remote and mobile printing.

“Our deployment was all contained in one environment,” Distrola says. “There’s no unnecessary complexity of School A wanting certain models and School B wanting others. Thanks to standardization, we’re all heading in the same direction.”

## Meeting challenging timeline

Given the contract expiration and holiday break were at the same time, it was ideal for the entire project to take place in this short schedule. There would be minimal disruption to teachers, students and administrators. One contract would end and the HP MPS contract would begin. After Distrola and his team gained board approval of the HP MPS contract, they had to act fast to replace 1,432 old printers on a very intense schedule of just one month. The previous vendor, which had taken approximately four times as long to install the printers, told District leaders it could not be done. It warned that Rialto was heading toward disaster; schools would open after winter break without functioning printers. Distrola put his credibility on the line to disagree. “I had to look board members in the eye and say, ‘I guarantee you this will get done,’” he recalls.

What Distrola knew was that the HP MPS team, even before the District was clear to order printers, had been working on a game plan and school-by-school installation schedule. Once

## Customer at a glance

### Application

School district classroom and administrative printing

### Hardware

- HP LaserJet Pro M401dne Printers
- HP LaserJet Enterprise M551 Color Printers

### Services

- HP Managed Print Services

### Supplies

- Original HP Supplies Cartridges

it received the green light to proceed, the HP team sprang into collaborative action with the District. Distrola credits the implementation project's success to the combined effort of Rialto's purchasing department; six IT department staff members; two warehouse workers who loaded and unloaded trucks; a third party technology services firm; and HP MPS resources.

"It was amazing teamwork," he says. "They moved mountains to get this done, and HP MPS was commanding the ship. Our HP MPS contact was here all the time making sure everything ran smoothly."

## Slashing print costs

HP MPS replaced the existing printer fleet with HP LaserJet printers. Since then, with the opening of new classrooms, the number of printers has risen to approximately 1,500. Under a four-year contract with a Fair Market Value option, the District may acquire the devices if it wishes to at the end of the term. Meanwhile, there are no penalties associated with minimum or maximum page counts, and the District pays only for pages printed.

HP MPS provides HP Original Supplies cartridges as needed, and the District contract includes a premium service response time. Rialto appreciates that HP MPS consistently sends the same one or two technicians. "That's important to us," Distrola says. "These technicians are familiar with our schools, they know where to park and what to do—and the secretaries know them. We don't have to worry about strangers coming onsite to work with our staff and be on our campuses."

With HP MPS, Rialto USD has slashed its print costs by 40%<sup>1</sup>, saving \$400,000 a year. It has deployed feature-rich, energy-efficient printers that help faculty and administrators alike perform their jobs more effectively. Administrative employees appreciate the ability to print remotely from their notebook PCs, tablets, or smartphones.

"I can't say enough good about the HP team. They were invested in our District and the success of this project."

– Daniel Distrola, purchasing manager, Rialto Unified School District

Teachers like the HP LaserJets because they could not laminate or write on printed pages before due to the previous printers' wax ink technology. Original HP toner eliminates this problem while providing exceptional print quality and reliable performance.

The District was also upgrading equipment in its print shop at the same time it was replacing old devices with HP LaserJets. During this transition month, HP devices received much heavier-than-normal usage—and delivered outstanding performance. "They weren't designed for print-shop volumes but they held up to the extra print demands," Distrola says.

The District funds the cost of lease payments but the sites have to cover their cost of print, Distrola adds. With the granular usage visibility provided by HP MPS reports, Distrola can send schools copies of their printing history. If printers are comparatively overused, schools can take steps to bring usage and costs in line.

The HP team meets with Distrola to review reports and identify possible ways to better serve the District. "I can't say enough good about the HP team," he says. "They were invested in our District and the success of this project from the beginning. Our HP contact stays in touch to make sure everything is ok and addresses our needs right away. I highly recommend HP MPS."

**Learn more at**  
[hp.com/go/mps](http://hp.com/go/mps)

<sup>1</sup> Annual printing costs of \$1M reduced by \$400,000 = 40% cost savings

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