



Customer Case Study

NAIT Optimizes Its Print Environment for an Improved Campus Experience

Northern Alberta Institute of Technology (NAIT) uses HP solutions to make printing more convenient for staff and students while lowering printer operating costs by 33%¹.



Industry

Higher Education

Country

Canada

Objectives

- Improve the printing experience for students and staff
- Automate workflows, optimize printing, and streamline IT processes
- Enhance sustainability, security, and business efficiencies

Approach

- Refresh print fleet with HP multifunction devices
- Centrally manage all printers to improve NAIT's productivity and network security
- Foster sustainability with an eco-friendly fleet

Business Outcomes

- Make printing more secure, convenient, and reliable for staff and students
- Resolve 47%² of service calls remotely
- Automate 79%³ of toner orders
- Optimize digital workflows
- Deploy end-to-end environmental solution
- Save 20,716 kg⁴ of CO₂ per year



“If you’re not helping a student, you better be helping someone who is.”

Daryl Allenby
AVP Information Technology & CIO
NAIT

34,000

students

98%

employer satisfaction rate⁵

Objectives

Transform the Print Experience for Staff, Students, and IT

As one of Canada’s largest polytechnic schools, NAIT embraces technology in teaching, research, innovation, and business operations.

“Technology permeates the entire student experience at NAIT,” said Daryl Allenby, AVP Information Technology & CIO, NAIT.

“And we’re always looking for ways it can aid in operational efficiencies.”

As the world becomes increasingly digital, NAIT wants its technology to keep pace. In 2018, NAIT sought to reimagine and modernize its print environment to give its staff and 34,000 students a better experience—while improving IT efficiencies, sustainability, and network security.

The school embarked on a multi-year print transformation journey that would streamline IT management, maximize the value of every purchase, and provide students and staff with best-in-class technology. Streamlining its print devices would also allow the polytechnic school to spend less time and money purchasing, maintaining, and supporting technology—while enabling a greater focus on fostering innovation.

Approach

Make Life Easier for Staff and Students with HP Managed Print Services

HP solutions, together with WBM Technologies, right-sized NAIT’s printing environment while streamlining the hybrid learning experience. New multifunction devices support a range of campus needs—from high-speed printing for warehouse invoices to flexible, secure printing for students and staff.

Now, staff and students can effortlessly use an app to print from any device or location—even if they are off campus or working from home. With a unified printing queue, they don’t need to worry about where to find their documents—print jobs can be conveniently released from any printer on campus.

The streamlined print fleet not only enhances user experiences for all on campus but also enables seamless and efficient processes for NAIT’s IT team.

“With one card and one queue, everyone has the same process. You just learn it once. After that, printing is not something you need to think about, it’s easy.”

Daryl Allenby
AVP Information Technology & CIO
NAIT



“HP technology allows students and staff to print their jobs from anywhere on campus.”

Marek Pietraszko
Manager of Systems and Technology
Campus Retail Solutions
NAIT

33%

reduction in the fleet's monthly operating expenses¹

79%

of help desk calls for consumable replacements automated³

47%

of service calls resolved remotely²

Advance Sustainability Goals

Working with WBM, NAIT reduced the size of its fleet by 47%⁶ and cut printer power consumption by 94,000⁷ kilowatt hours per year. HP printers require fewer service calls while providing performance metrics that give NAIT visibility into its workflows.

“The HP technology allows us to measure our consumption, identify inefficiencies, and take action to become more sustainable,” said Marek Pietraszko, Manager of Systems and Technology, Campus Retail Solutions, NAIT.

Harden Security Posture

Adding multifunction devices to an unmanaged network creates security vulnerabilities for hackers to exploit. If just one printer is out of date, every device on a network is at risk.

With HP Managed Print Services, WBM fully monitors and manages NAIT's devices. HP Wolf Security provides built-in endpoint protection with real-time anomaly detection, automated monitoring, and ongoing validation. These tools allow NAIT's IT team to quickly identify problems and take action to keep the campus secure. They can also automate firmware updates and apply access controls across their print environment.

“A key reason we chose HP was its device security,” said Allenby. “With HP and central fleet management, our security team doesn't need to worry about firmware updates and can focus on other initiatives.”

Improve IT and Business Efficiencies

HP print devices provide predictive analytics that report when consumables, such as toner, need replacement. Machines automatically trigger supply replenishment, saving staff the time and hassle of calling IT when a printer is out of toner. Automating consumable orders minimizes IT's time handling tickets and maintaining printers. It also helps the school avoid unauthorized toner purchases, which reduces costs and wasted supplies.

The new print environment also integrates with NAIT's existing systems—including Microsoft Azure, OneCard, PeopleSoft, and ServiceNow—for seamless workflows and streamlined operations.

“Automated consumables allow us to focus on other areas of our service model, such as looking for further efficiencies or enhancing the user experience.”

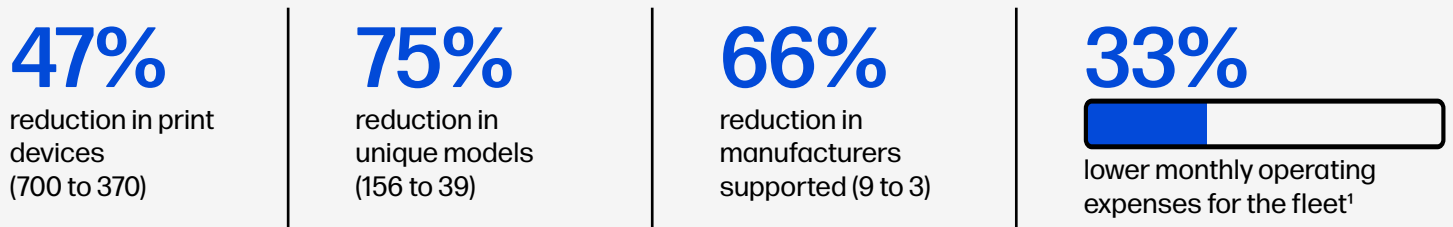
James Deslauriers
OneCard and Print Technical Lead, Systems and Technology,
Campus Retail Solutions
NAIT

Business Outcomes

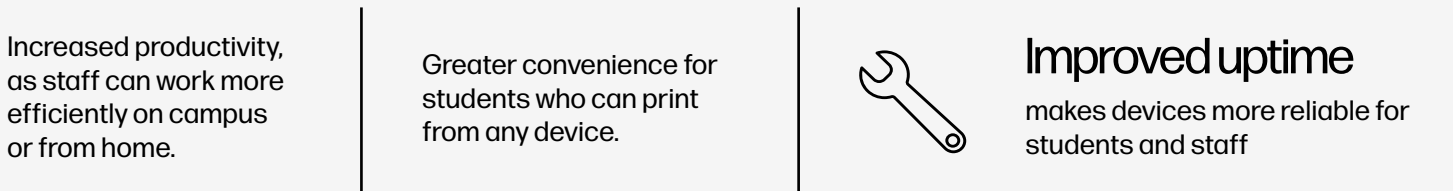
Improve the user experience while cutting monthly operating expenses by 33%¹.

NAIT’s partnership with HP and WBM has transformed its operations. This collaboration brought impressive financial results—while improving user experiences, promoting sustainability, strengthening security measures, and making business and IT processes more efficient.

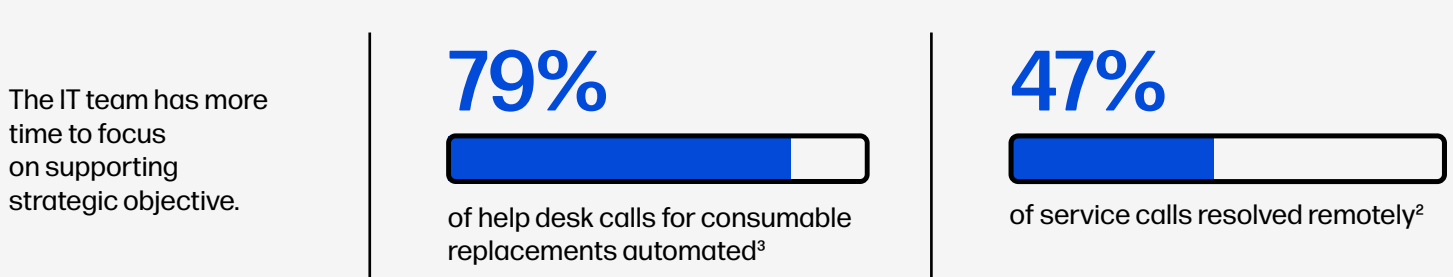
Digital Effectiveness



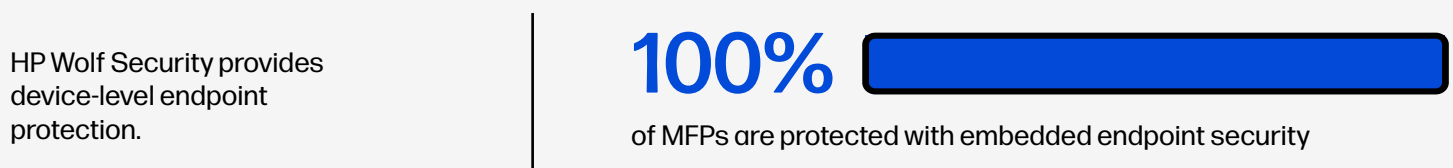
User Experience



IT Optimization



Security Fortification



Sustainable Impact





Solution at a glance

HP Workforce Solutions

- Smart Device Services (SDS)
- HP Managed Print Services delivered by Amplify Partner WMB

Software

- Web Jetadmin
- Wolf Security

Hardware

- LaserJet Managed E700-E800 series printer

Technology and innovation are key to NAIT's programs, research, and business operations. The print transformation project enables the polytechnic school to continue delivering on its mission and drive future innovation.

"Innovation is an ongoing journey," said Deslauriers. "Working with our NAIT community, WMB, and HP will allow us to continue innovating so we can realize more efficiencies and further enhance the user experience."

Learn more at [HP.com/go/MPS](https://hp.com/go/MPS)

100%

of MFP printers protected with HP Wolf Security

20,716 kg

of CO₂ eliminated annually—enough to power 38 homes⁴

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1. Cost reduction through optimization. Legacy fleet monthly expenses compared with refreshed monthly fleet expenses are reduced 33%.

2. Based on total numbers of print tickets resolved between Jan 2021 - March 2023.

3. From December 2020 to April 2023 reached 79% automation and reduction in toner-related support calls.

4. Savings calculated by HP using the Sustainable Impact Reporting & Analytics platform comparing annual energy consumption of the legacy fleet compared with energy consumption of the new fleet. Equivalent CO₂ savings are generated by the US Environmental Protection Agency Greenhouse Gas Equivalency Calculator 2011.

5. Based on employer satisfaction surveys conducted by NAIT.

6. Printers reduced from 700 to 370 for 47%.

7. Power savings calculated by HP using the Sustainable Impact Reporting & Analytics platform comparing annual energy consumption of the legacy fleet compared with energy consumption of the new fleet



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