

It's your voice in your customers hands,
it's reliable, affordable and high speed



HP's Simplified Print Services

Sensible print for a modern organization

Does your organization value printed documents, retain hard copies or distribute personal or marketing communications?

At HP, we recognise that print is a hugely valuable medium for communicating with your clients, customers and stakeholders. It's tough to replace the immediacy and convenience of a printed document, so if printing was cost competitive, why wouldn't you use it? HP's simplified print services will help you simplify your printing needs and increase cost efficiency.

Why invest in HP Simplified Print Services?

You have a printer, so why do you need a print service?

Flexible. HP delivers communication at any scale; from personalised letters to magazines.

Partnership. We work with your preferred mail provider so you don't have to.

Reliable. Our automated processes ensure that you get it right the first time.

Disaster? No problem, we have a back up.

Cost. We have scale so you receive lower cost.

Interested?

Experience the HP difference: contact HP's printing experts today.

Jason Comrie

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Learn more at hp.com/services/document-processing

HP and Westpac

"HP's comprehensive document processing and archiving services allow us to focus on more effective customer interactions in a secure and controlled environment. Ultimately, this will help us to drive process transformation, achieve cost savings and maintain service excellence for our customers"

Jim Stabback
Chief Operating Officer
Westpac NZ

As one of New Zealand's largest financial institutions, Westpac NZ provides banking, insurance, and wealth services to over 1.3 million personal, business, and agribusiness customers. Providing the right information to all of these customers in a timely fashion is essential to their ongoing communication and marketing.

To manage their vast printing operations, Westpac turned to HP. HP now produces Westpac's letters, bank statements, and marketing as well as sending these out to the right client at the right time.

Through their work with us, Westpac have harnessed the ability to quickly and easily adapt their collateral and campaigns to respond to evolving market demands; ensured business continuity with HP's dual-site delivery; and decreased their total cost of ownership in printing to increase investment in other critical areas.



Simplified Print Services

HP's SPS Team

HP has a dedicated, passionate and professional team who are an integral part of the outstanding service HP has offered to New Zealand for 22 years. Meet the team.



Todd Meaclem – National Operations Manager

I have been in the IT industry for almost 24 years covering a number of roles across both the Operational Delivery and Client Relationship functions. As the National Operations Manager, I'm responsible for ensuring we deliver a world class service to both internal HP and external clients across our service capabilities. I am a trained Black Belt Lean Six Sigma resource and use these skills to focus on continuous improvement and operational efficiencies throughout our operation.

For me the key to 'delighting our customers' is ensuring we are always striving to add value, improve and simplify - I have seen throughout my career that this is not always achieved by only doing it better, sometimes it needs to be done differently.



Service Delivery Managers

With decades of experience in delivering quality print services to various industries, our managers are focused on understanding our client's business, to deliver them an end-to-end solution tailored to their needs. Rest assured that our Service Delivery Managers are highly qualified and relationship-driven, ensuring that all timelines and deliverables are consistently met.

Margaret Bell (Telecommunications)

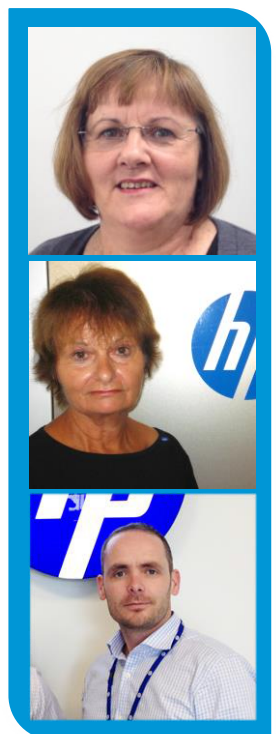
With 20+ years in Service Delivery & Project Management, I have a breadth of experience, skills & knowledge in delivering IT services to clients in a variety of industries both in New Zealand and overseas. I'm passionate about providing the best service to clients, so that they meet the clients desired business outcomes.

Jacqui Lally (Banking & Government)

I have 15+ years of experience of print services with government and banking clients. I am responsible for understanding the needs and requirements of the client to deliver an outstanding service. I have also been responsible for working with clients from startup, integration through to day-to-day operations.

Michael Whittaker (Banking)

With over 16 years of 'at the coal face' experience in digital print, I possess a solid understanding of the practical needs of the customer. I have qualifications in the operation of the latest printing technology as well as extensive knowledge of various document composition software.



Paul Eagle – Print Operations Manager

Originally from London, I have been involved in the printing industry for 26 years, my original apprenticeship was in typesetting and I have over 20 years leadership experience in pre-press, graphic design and print production. My extensive digital printing experience started in the very early nineties and has included adopting various new technologies over that time.

I have a great deal of knowledge in graphic design and variable data software and solutions and I have provided solutions and successfully transitioned a number of companies through migrations of software, hardware and workflow transformations over the years.



Brent Libeau – Lodgement Manager

I have 14 years of experience in operational management within the print industry. I am responsible for running multiple print/mail sites in Christchurch and Auckland – which involves scheduling work between sites to ensure all client obligations are met daily even when there are unforeseen circumstances, and liaise with all third party suppliers to ensure cost, quality, service and continuous improvement ideas are implemented to exceed our client's requirements.

