Case study

DTP Group builds intuitive apps to accelerate digital transformation

Successful digital transformation is about the seamless integration of the physical and the digital, and your MFP sits right in that sweet spot

Industry
Business Services

Objective
DTP Group, an HP exclusive partner, was invited to be one of a select number of WW partners to pilot HP Workpath, a new HP platform that allows familiar apps to be run directly from a client's MFP, as well as a platform for the development of new app experiences

Approach
The company is leveraging the 'HP Lighthouse' apps that HP has developed to launch the program, as well as using the associated HP Software Developers Kit to create its own customized apps to help customers save time, simplify processes and increase productivity

IT matters
• Easily develops new apps that speed and simplify common processes for customers

• Allows DTP to use many of the same tools and technologies it already uses to develop Android mobile apps

• HP Workpath platform allows apps to integrate with popular applications to automate disparate processes, or provide innovation in bringing totally new apps to market

Business matters
• Offerings are focused on delivering against specific business outcomes, with clearly defined returns on investment

• Allows users to save hours per week, ensures they are Gen Z ready, and actively promotes the digital transformation of analog processes, or the combining of separate processes into a single seamless automated workflow(s)

• Makes MPS offering more attractive with the HP Workpath value-add, helping DTP's mission to 'UBER-ize' the MPS sector and help grow its business

"The HP Workpath program allows us to take advantage of the proliferation of apps and the evolution of smart, IoT-enabled printers to accelerate our clients' digital transformation."

– Howard Hall, group managing director, DTP Group

DTP trials HP Workpath to create new, intuitive print apps

DTP Group, an HP Platinum Partner, is one of a select number of partners chosen by HP to pilot HP Workpath, which allows it to create and install customized apps on an HP MFP. Users can launch, securely access, and use the app directly from the device's control panel, removing time-consuming multiple interfaces. This leverages the fact that the MFP is now a PC that prints, copies and scans, and with its large user interface screen it allows a range of applications to be run securely and natively on the device, including Salesforce® Microsoft® One Drive and iManage.

Challenge

Adding value to print services

DTP Group has been specializing in print technologies since its foundation in 1987 and has worked in partnership with HP since the beginning. As a HP Platinum Partner, it is regarded as an expert in all things HP; HP is the only vendor the company partners with.

An integral part of this longstanding partnership is close collaboration. When an opportunity arises to pilot new HP technology, DTP is quick to climb onboard and invest. Therefore, when HP introduced its innovative HP Workpath platform, the company was eager to get involved.

"If you look at the Managed Print Services (MPS) market, multifunction printers (MFP) are effectively now a PC that prints, copies and scans, and offer themselves as a technology platform that is both quick and potentially smart, providing us with a real opportunity to drive innovation," explains Howard Hall, group managing director, DTP Group. "HP Workpath is a huge step forward in process simplification and a more intuitive user experience, which allows us to take full advantage of the new functionality offered by MFPs, combining them effectively with what are mobile apps to deliver real end-user benefits."

Solution

Rethinking how we print

HP Workpath enables DTP to easily integrate secure scanning and printing from HP devices into existing and new Android mobile apps. It allows DTP to develop and install customized apps on an HP MFP, where users can launch and use the app directly from the device's control panel. This brings agile app development to the MPS market, allowing customers to go beyond traditional device interfaces and make print, business application, and business processes more efficient.

"HP Workpath allows us to take advantage of the proliferation of apps and the evolution of smart, IoT-enabled MFPs to provide our clients and their users with a better, more flexible engagement, as well as an enhanced user experience," continues Hall.

HP has initially provided 12 core 'Lighthouse' apps, connecting to popular platforms, including Salesforce and OneDrive, to make it easier and more intuitive to print, and seamlessly integrate with those line of business applications directly from the MFP. DTP is sharing and promoting these HP Workpath core apps to its customers as well as developing a range of new apps on the HP Workpath platform.

Customer at a glance

Software
HP Workpath

"The question is: how do we help pull disparate resources together to drive efficiencies within the print ecosystem?" says Hall. "For example, we are working on a ServiceNow app that draws on predictive analytics to prevent device failure well in advance, so the MFP can automatically raise tickets through the app in ServiceNow, removing human involvement and providing an enhanced user experience as the MFP is repaired long before its projected fail date."

Benefits

Efficient, fast and user-friendly

DTP expects this new generation of HP Workpath apps to reduce time wasted, boost productivity, and introduce benefits that could not be previously introduced by simplifying processes and enabling app access directly from the MFP interface. Specific industries that are paperwork-intensive, such as the legal and financial sectors, stand to gain the most through using apps as they eliminate the need for repeated manual scanning and sending. Leveraging AI, it enhances automation of these previous manually intensive processes.

"A paralegal can save 15 minutes a day by using an AI enabled app to scan documents once. It recognizes the content, the document type, and the level of confidentiality, and then automatically files them. This is faster and more efficient than scanning and sending documents to their PC and then manually filing them," comments Hall. "Other direct integrations include the filing of expenses receipts that can also be made dramatically simpler by enabling receipts to be scanned directly into the expense management system using the MFP, as opposed to scanning to your PC then manually uploading them."

Other solutions built on HP Workpath that offer pure innovation to solve a problem and drive efficiencies include the replacement of the franking machine with an app that runs natively on an MFP, with weight scales connected via USB port, and postage labels printed automatically on the MFP itself. There is also a micropayment platform that allows visitors to pay for print in a shared service or in a public library environment without authentication. Using a QR code on their phone, which is read by the HP Workpath app, makes it simple for users to conveniently pay for individual prints.

"A paralegal can save 15 minutes a day by using an AI enabled app to scan documents once. It recognizes the content, the document type, and the level of confidentiality, and then automatically files them. This is faster and more efficient than scanning and sending documents to their PC and then manually filing them."

– Howard Hall, group managing director, DTP Group

"HP is leading the field in terms of innovation and security. HP Workpath offers the ability to change the way we digitally transform print, copy, scan and fax, and introduce mobility and flexibility, and a clear ROI," concludes Hall. "It helps consolidate the user experience and bind the corporate and consumer to make everything intuitive."

Sign up for updates
hp.com/go/getupdated

Share with colleagues