

HP customer case study: The conversion to HP Smart Printing Service has enabled Sparkasse Trier to considerably reduce administrative efforts and costs

Industry: Financial services provider

Consolidation in stages



“With HP we've come a step closer to our strategic corporate goal of establishing even greater expertise in sales and marketing at Sparkasse Trier.” Thorsten Quint, IT project manager, Sparkasse Trier

Objective:

Sparkasse Trier, a German banking organisation, wanted greater output reliability and an easier, more convenient operation. They also required a homogeneous printer environment for the duration of the contract, low and transparent procurement and operating costs as well as maintenance and repair service with extremely fast response times.

Approach:

- Almost all workstation printers, fax machines and copiers were replaced by networked HP LaserJet printers and HP Multifunctional Printing (MFP) devices.
- The use of the HP MFPs facilitated the elimination of stand-alone copiers as well as fax machines.
- HP Smart Printing Services provide support for the maintenance of the fleet.

IT improvements:

- All procurement from a single source which considerably reduced maintenance effort and expense and eliminated the necessity to maintain inventories of consumables.
- Extraordinarily fast maintenance and repair support.
- Uniform user interface and driver environment.
- Agreed and monitored service level agreements.
- Reduction in administration work (such as taking inventory, depreciation, etc.) and simplified corporate processes.

Business benefits:

- Planning certainty thanks to low base costs and originator of consumables usage.
- Complete transparency of output with regard to the cost centres with expected 20 per cent savings.
- Considerably lower maintenance and repair costs compared to the previous environment.
- High system stability, therefore greater security for time-critical processes.



With a balance sheet totalling €3.5 billion, 451,000 customer accounts and 69 branch offices, Sparkasse Trier is by far the largest bank in Trier, Germany, and the surrounding region. As a universal bank, it serves private customers, public institutions and industry in the Trier-Saarburg district, as well as the city of Trier, and provides assistance in all financial and business matters.

Until 2004, the IT infrastructure of Sparkasse Trier consisted of approximately 900 printers, fax machines and copiers of varying ages. Most of the printers were locally connected. Networked printers were available in work groups. As part of the initial consolidation, the print fleet was reduced to roughly 500 systems. During this process Inkjet printers were replaced with Laser printers and the use of networked printers was configured as follows:

- Maximum of six to eight employees per network printer

Customer solution at a glance

Primary hardware

- 272 x HP LaserJet P2015dn
- 75 x HP LaserJet M3035xs MFP
- 69 x HP LaserJet P3005x
- 31 x HP Color LaserJet CP3505dn
- 2 x HP Color LaserJet 5550dtn

- Maximum distance to the printers was 15 metres through no more than one door.
- Customer advisors in conference rooms used a separate printer at the advisor station.

However, the situation was still unsatisfactory, as IT project manager for Sparkasse Trier, Thorsten Quint says, "There were rooms in which the printer was standing next to the fax machine, which was next to the copier, and all of the systems had to be continuously maintained in optimal working order, which was not always possible." Furthermore, customer consultation suffered from the unreliability of some of the machines. "As a savings bank, personal service is our top priority. It simply was not acceptable when a document could not be printed out after a customer conference."

In mid 2007 the decision was made to replace the old equipment. Sparkasse Trier issued a request for proposal (RFP) for the second round of consolidation of the printer environment. The winning bidder was IT-HAUS GmbH from the neighbouring town of Föhren. "We were completely convinced by the concept submitted by IT-HAUS," explains Rony Sebastiani, deputy manager of the Sparkasse Trier Organisation Department. "We needed all of the systems from a single source; fast colour and mono HP LaserJet printers, HP Multifunctional systems for printing, scanning, copying and faxing, ease of operation, and last but not least support from IT-HAUS with break-fix times carried out in two to a maximum of four hours," says Sebastiani.

The roll-out of the 450 HP printers and HP Multifunctional Printer (MFP) devices was completed

in approximately eight weeks. The Föhren specialists were also responsible for implementation. The best practice example from Control IT 2.0 served as the guideline for project management. Control IT was developed as an instrument for IT management as part of a project of the Deutscher Sparkassen-und Giroverband (DSGV) and made available to the bank through the regional associations.

Consumption-based accounting

Sebastiani was convinced not only by the technical quality of the HP systems, but also by the consumption-based accounting: "The all-inclusive model gives us continuous and complete control over the costs. With more than five million pages per year, cost transparency is absolutely indispensable." Sebastiani believes that the company will save more than 20 per cent 'at a minimum'.

Cost control is ensured via the HP service portal, where current consumption or the number of printed pages per unit (mono or colour) can be monitored around the clock. He added that the automatic ordering process also saved time and money. "When toner or ink is running low in a printer or multifunctional device, the device automatically e-mails our supplier and orders refills, relieving us of the task. It's simply fantastic!" adds Sebastiani. The company was also very satisfied with the typical features of the HP MFPs such as 'Scan-to-E-mail', "This not only saves us paper, toner and ink; because nothing is printed out, we save the cost of the page as well," concludes Sebastiani.

About IT-HAUS

IT-HAUS GmbH, founded in 1998, provides professional IT solutions and consulting for large industrial companies, banks, insurance companies and small and medium-sized enterprises throughout Germany. The office printing solutions specialist is a strategic partner of HP, employs 100 members of staff, and forecasts sales of approximately €60 million in 2008.

IT-HAUS was honoured with the '2007 HP Partner Award' in the specialisation category last year. Thus IT-HAUS GmbH has one of the highest levels of expertise in the areas of infrastructure and memory products, large-format printing and professional print management solutions as well as hardware (e.g. laptops and workstations) and IT services.

To learn more, visit www.hp.com