

BCC Ronciglione goes green and secures faster document production



Bank selects multifunction HP PageWide Pro for faster customer service and lower environmental impact

Industry
Banking

Objective

To upgrade front-office and back-office printers to streamline document management while cutting energy consumption and environmental impact

Approach

Replace laser printers with a single multifunction model, bringing faster printing and optimised management of replacement parts and cartridges

IT matters

- Cost-per-page formula means the IT department no longer has to worry about consumables management
- New technology brings reduced management, maintenance and electricity costs
- Single printer model enables virtual elimination of stock of replacement parts and cartridges
- Rental system results in reduced financial impact

Business matters

- Employee productivity in terms of document output has increased dramatically
- Customer and staff environment is cleaner, thanks to the absence of toner powder
- Versatile devices have also enabled a faster document import process



“We chose these latest-generation machines with an eye on the well-being of our staff and customers, but we soon saw increased performance and efficiency as well.”

– Anna Giovanforte, office manager, BCC Ronciglione

BCC Ronciglione selects HP multifunction printers to streamline office operations and management of consumables

When the time came to replace its functional but obsolete laser printers, the management of Italian bank BCC Ronciglione – working alongside GBR Rossetto, a long-standing HP partner – selected multifunction PageWide devices under a convenient rental arrangement.





Challenge

Use less, produce more

If a bank established in 1902 at the home of one of its founding partners goes on to open nine branches (as well as a prestigious headquarters) there must be a reason for its success. For BCC Ronciglione, the most important factor is paying attention to the needs of the local area and its customers – which is also expressed through interest in new technologies and the benefits these can bring both for end-users and the company itself.

In 2013, BCC Ronciglione’s management set out to upgrade its in-branch printers: a dozen or so different models of HP laser devices that had done their job brilliantly but come to the end of their life cycle.

The bank then started to explore the best way forward, including looking at some highly innovative solutions. GBR Rossetto – the bank’s office solutions supplier, which has long been assisting it with choosing and implementing productivity systems – was able to steer decision-makers towards adopting a technologically and financially efficient approach.

“We were delighted with the quality of HP’s products,” explains Anna Giovanforte, head of office management at BCC Ronciglione, “so we had no hesitation in working with GBR Rossetto to explore what it had to offer. We also felt a real need to use environmentally friendly machines and materials, both in general terms and in terms of the areas where our staff and customers spend some of their time, albeit in different ways.”

Clearly, productivity was also a factor. For more complex processes like opening and closing accounts, issuing credit cards and so on, branch staff kept having to leave their desks to scan customer documents and make photocopies; their own printers couldn’t do anything except print.

Solution

Multifunction – a unanimous choice

BCC Ronciglione and GBR Rossetto explored the various options HP had to offer and settled on a multifunction printer from the PageWide Pro family. Thanks to PageWide Array (PWA) technology (which uses a printhead spanning an entire A4 page), the printer’s performance is comparable to laser alternatives, using inkjet technology.

“The most important point for us,” says Giovanforte, “was that the new machines don’t use toner powder and therefore meet all the sustainability requirements we were looking for. GBR offered to supply the printers under a rental format on a cost-per-page basis. We immediately jumped on this excellent idea, partly because GBR works across Italy – which is a guarantee of solidity and reliability – and does not use financial intermediaries for its rental operations.”



The decision was made to go with a single model: the multifunction PageWide Pro, which is not only a printer but also a scanner, copier and fax machine. Using PageWide technology, the machine prints at twice the speed of the laser models and at about half the cost per page. The most important innovation –PWA– means the page makes a single movement across a stationary printhead, while traditional inkjet printers involve a moving printhead. This saves energy (as PWA models only have one electric motor instead of two) and speeds up document production.

To start with, BCC Ronciglione has installed ten new machines to replace an assortment of laser printers at its headquarters. The intention is to move swiftly on to the second batch of ten, before completely replacing all 50 or so of the printers in the bank's headquarters and nine branches.

Benefits

PageWide advantages

The first major advantage for BCC Ronciglione is that it no longer needs a stock of toner cartridges. The combined effect of choosing a single model and selecting GBR Rossetto to supply its consumables means the management of the entire suite of machines has been hugely simplified, freeing up IT staff and saving money.

“In terms of energy consumption,” says Giovanforte, “we cannot quantify the saving exactly but it is definitely significant. Laser machines not only consume more, but also use electricity even in standby. The real surprise has been the increase in efficiency the new printers have brought. They are much faster than the previous laser models and, because they are multifunction, employees can work with a single device, instead of moving around between printers, scanners and copiers. In the end, it is our clients who benefit from this increased efficiency through faster in-branch service.”

Regarding back-office operations, BCC Ronciglione has made a clear improvement to its working environments by getting rid of the fine powder from toner cartridges. In addition, it has made significant progress on moving towards a paperless system, since every unit has a scanner and it is much easier for staff to convert documents to digital files.

Customer solution at a glance

Applications

Bank branch management
Back-office management

Hardware

- HP OfficeJet Pro X476
- HP OfficeJet Pro X451

Applications

- GBR Assist

“Thanks to the intuitive control panel,” Giovanforte concludes, “the new printers have proved extremely easy to use. Deployment has not caused any problems in the implementation and configuration stage, or while we have been using them. One of the strengths of the new system is the remote management software GBR Assist.”

“This allows us to monitor all the machines and quickly see if any cartridges are running out and need to be replaced, as well as any malfunctions. At the moment one of our IT staff is using the software, but the intention is to hand over monitoring of all the machines to GBR Rossetto. That will allow us to concentrate on serving our customers, leaving non-core activities like technology management to others.”

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The HP products highlighted in this case study are HP OfficeJet Pro X and HP OfficeJet Enterprise X using HP PageWide technology. All references to the HP OfficeJet Pro X, HP OfficeJet Enterprise X and inkjet in this case study have been replaced by their current HP PageWide brand name: HP PageWide Pro, HP PageWide Enterprise and HP PageWide. The change of brand name does not affect the results of the case study.

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