

## Case study

# Schmitz + Partner accelerates digital workflows



## HP PageWide Enterprise MFP generates significant time savings for tax consultants

### Industry

Tax consultancy

### Objective

Fast, error-free scanning of incoming post and accounting records

### Approach

Tested the HP PageWide Enterprise technology

### IT matters

- Workflows can be created easily via the operating system

### Business matters

- Scanning processes are 75 to 90 per cent faster
- Double-sided documents can be scanned more quickly
- Employees find the device easy to use as the buttons on its display are pre-programmed with workflows
- Colour printing costs per page have been reduced by 43 per cent
- Managed Print Services contract makes ordering toner easy



**“The HP PageWide Enterprise MFP scans documents much more quickly than our old multifunction devices, around 75 to 90 per cent faster in fact. The device is very effective and saves us an enormous amount of time when scanning a wide variety of documents. It also filters out blank pages automatically, so we no longer get the errors we used to have with our old devices.”**

– Peter Schmitz, partner at Schmitz + Partner

### Faster scanning for greater efficiency

Tax consultancy firm Schmitz + Partner accelerates its digital business processes with the HP PageWide Enterprise MFP. Incoming post and accounting records in a variety of different paper formats and qualities are all scanned in quickly and error-free before being stored on the network for further processing.

SCHMITZ  
+ PARTNER

STEUERBERATER IN ESSEN



## Challenge

### **Inefficient scanning process due to wide variety of document formats and sizes**

Schmitz + Partner is a tax consultancy firm based in Essen, Germany and has been in the same family for three generations. With a team of 24 employees, the firm advises companies and private clients on all kinds of tax and economic matters.

It is increasingly turning its focus towards digitalising its business processes in order to save its customers time and money, and to ensure greater transparency. All client-related data is stored at DATEV by way of a modern cloud solution, “ckn PARTNERasp”, from certified DATEV system partner ckn Computer, a company which has been looking after Schmitz + Partner’s IT system for many years.

“We have already come a long way in digitalising our business processes, including accounting,” says Peter Schmitz, one of the firm’s partners. “For example, we can use our internet platform to give our clients an insight into the accounting procedures.”

In order for these digital processes to work, the firm requires all incoming paper documents to be scanned in before being processed. This can involve complex documents such as multi-page, double-sided tax assessments from the revenue offices.

Employees also scan all of the documents their clients submit with their tax returns so that they can be sent to the revenue offices digitally. This mainly involves accounting records. Schmitz estimates that each tax return includes an average of 40 documents, meaning that the firm scans between 20,000 and 30,000 documents each year.

“In the past, we had a constant bottleneck when it came to scanning accounting records, it just didn’t work with our existing multifunction devices,” remembers Schmitz. “They couldn’t cope with the variety of different formats and paper qualities. The smaller DIN A5 and A6 documents were a particular problem as the scanners couldn’t pull them through correctly – especially when they were printed on thicker paper or the thermal paper used for receipts, they just rolled up.” When this happened, the employees had to use the flatbed part of the scanner, carefully laying the documents out before removing them again once they had been scanned. This took a lot of time out of the accounting clerks’ and assistants’ days.



## Solution

### **HP PageWide Enterprise MFP scans small documents in the blink of an eye**

One of Schmitz + Partner's employees suggested that the new HP PageWide Color multifunction devices could be a solution to the company's printing issues. The recommendation had been made due to the device's ability to scan all kinds of documents and formats quick and smoothly – even if they were printed double-sided.

Schmitz + Partner turned to its IT service provider, ckn Computer, which had previously provided the firm with printers and multifunction devices from a different manufacturer. The experts at ckn Computer in turn contacted HP distributor ALSO, who quickly arranged to send over a test unit. ALSO employees were sent to set up the HP PageWide Enterprise device at the office and explain its functions.

"Six weeks later, they asked us how we were finding the device and how we were using it. Unfortunately, it wasn't good news. It seemed very complex to us and very complicated to use," remembers Schmitz. "But after ckn Computer and ALSO had configured the device to suit our needs and integrated it into our network, all of our problems were resolved. The multifunction device is now completely accepted by all of our employees. But more than that: it eases a lot of the burden on them, and it is now our number one tool when it comes to scanning."

## Benefits

### **Time savings of 75 to 90 per cent**

The multifunction device's popularity amongst Schmitz + Partner's employees is down to a number of different factors: for example, it scans double-sided documents automatically, eliminating any blank pages as it does so. "The HP PageWide Enterprise scans documents much more quickly than our old multifunction devices, – around 75 to 90 per cent faster in fact," says Schmitz. "The device is very effective and saves us an enormous amount of time when scanning a wide variety of documents. It also filters out blank pages automatically, so we no longer get the errors we used to have with our old devices."

To make the process of scanning documents easier for the employees at Schmitz + Partner, ckn Computer and ALSO created buttons for each employee on the device's large display which can be used to trigger entire workflows. If an employee authenticates themselves at the device and then begins scanning documents or tax returns, they have the option to email themselves the files as a pdf or jpg, or even to store them in a special network directory via an FTP server. The corresponding email address and network directory are stored on the system. New buttons can be configured with workflows – for new employees, for example – using the operating software on the HP PageWide Enterprise itself, and the process is so easy that just one employee is responsible for it.

## Customer solution at a glance

### Hardware

- HP OfficeJet Enterprise Color MFP X585z

### HP services

- Managed Print Services contract

# ALSO

### About ALSO

ALSO Deutschland GmbH is one of Germany's largest wholesalers of products, solutions and services for the consumer electronics, telecommunications and IT industries.

Its customers have access to products from over 350 manufacturers. The company also offers a wide variety of IT and telecoms services. ALSO's Managed Print Services contracts are designed to make entry into the ever-growing MPS market simple for specialist retailers. As well as its headquarters in Soest, the company also has two other sites in Germany – one in Osnabrück and one in Straubing. Around 1,000 people are employed across the branches.



### About ckn Computer

Founded in 1988 in Datteln, ckn Computer and its 30 employees now offer IT services throughout the Rhein-Ruhr region and central Germany. Its network and service professionals are dedicated to constructing and maintaining complex IT infrastructures. Its core business lies within the field of local networks, including server systems, clients, printing and copying systems, and its own cloud solution "ckn PARTNERasp", the most important IT components of which are installed in the protected DATEV data centre. ckn Computer is a certified DATEV system partner.

"Integrating the multifunction device into our business processes required a little effort, you can't just plug it in and go. But this effort at the start was completely worth it as the device is so fast and reliable," says Schmitz.

### Extremely fast printing

It is not only the company's scanning processes that have become more efficient. According to Schmitz, the HP PageWide Enterprise prints much faster than the existing laser printers, and the price per black and white page is roughly the same. The firm's employees also like the fact that the HP device wakes up very quickly from standby, so they can use it to print all of their tax returns and forms.

Currently, only letters that require a logo and header on standard watermarked paper are not printed with the HP multifunction device. Schmitz explains that this is due to the fact that the individual colours are not defined as clearly with the inkjet device.

"We would like to have a solution for this that uses the HP PageWide Enterprise in future, as we have calculated that our colour printouts are now 43 per cent cheaper than they were with our colour laser devices," says Schmitz.

Now that the firm has decided to purchase the HP PageWide Enterprise, the next step is to arrange a supply of consumables: "We would prefer to have a Managed Print Services contract with ckn Computer as it means we don't need to create a procurement system for the ink cartridges. When the cartridges are empty, we just want to be able to call or fax a central office to place the order."

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The HP products tested 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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