

Case study

Niederösterreichische Hilfswerk optimises its workflows



Non-profit organisation introduces local scanning with HP multifunction devices

Industry

Non-profit / Social services

Objective

Enabling local scanning at 90 branch offices

Approach

Testing and comparing a variety of options and device types

IT matters

- Simple administration and management of all printers via HP Web Jetadmin
- The IT department's workload has decreased, as HP partner Ivellio-Vellin carries out regular maintenance and repairs on the printers and fulfils automatically generated ink and toner orders

Business matters

- Increased efficiency and improved digital business processes
- Lower direct printer fleet costs
- Electricity cost savings of €4,000 by replacing laser printers with inkjet devices, and standalone scanners and fax machines with multifunction devices
- Additional savings of around €100,000 as the organisation will no longer have to purchase standalone copiers and fax machines
- The inkjet devices do not emit fine dust, improving occupational health for employees



“The HP OfficeJet Pro X476 multifunction printers have opened up a whole new world of efficient, decentralised workflows for us.”

– Thomas Schöpf, EDP manager, Niederösterreichische Hilfswerk

Lower costs, greater functionality

Niederösterreichische Hilfswerk has optimised its printer fleet in three different ways: It has replaced the standalone printers in its 90 branches with new multifunction devices to enable employees to scan documents locally, paving the way for further digital business processes. Its monochrome laser printers have been replaced with HP OfficeJet Pro X476 inkjet devices which can print and copy in colour. And although the organisation now has a wider range of functionalities at its disposal, the overall costs are much lower.





Challenge

Costly process of document transfers

Niederösterreichische Hilfswerk is the largest social non-profit organisation in the state of Lower Austria. It offers a wide range of social services for all generations, from home care and mobile treatment to flexible childcare, training and emergency telephone systems. Around 23,000 customers use its services each month.

The St Pölten based organisation currently employs a workforce of 4,500 people, including both permanent staff and volunteers, across some 90 branches. The employees' personnel files had previously been stored at their home offices. If anything needed to be clarified with the head office, copies of the corresponding documents had to be sent in via post. And if an employee left the organisation, their entire file would have to be sent back to St Pölten for archiving.

“Due to the high number of voluntary employees we have, turnover is relatively high. We receive a lot of files over the course of each year which all need to be stored somewhere safe, dry and secure. Our physical archive was bursting at the seams, so we decided to move towards storing the personnel files digitally,” explains Thomas Schöpf, EDP manager, Niederösterreichische Hilfswerk. Schöpf's concept for the new storage method involved the employees at the local branches scanning all of their documents into the electronic archive themselves, thereby eliminating the cost of transporting them to the head office.

Solution

HP multifunction devices for local scanning

But at the time, there were no scanners at the local branches. So the organisation decided to upgrade its printer fleet. Until that point, the branches had been using monochrome laser printers, and the fleet consisted of a wide range of different models from different manufacturers. For the past decade, the organisation had received support for these devices as part of a managed print services contract with Ivellio-Vellin. The Vienna based IT service provider also delivered consumables upon request.

The main requirement Niederösterreichische Hilfswerk had of its new printer fleet was that any multifunction devices installed in the branch offices had to be easy for the employees to use – whether they were printing, scanning, copying or even changing the toner or ink. The employees would also have to be able to resolve paper jams relatively easily, without outside support. “Our employees should be able to concentrate on their work, not on operating the device,” explains Schöpf.



The organisation had other requirements, too. In response to employee demand, it wanted the new printer fleet to make colour printing and copying financially viable at the branch offices. At the time, anything that needed to be printed in colour would have to be sent to a colour printer at the head office, and a parcel service would return the document the next working day. The new devices also had to be energy efficient, and the EDP department wanted to use a central tool to manage and support them.

Requirements now defined, Niederösterreichische Hilfswerk began a tender process, eventually narrowing its selection down to five manufacturers. The EDP department worked with a team of end users at one of the branches to put a multifunction device from each of the manufacturers through its paces using a wide variety of technologies.

Benefits

Cost savings despite the introduction of colour printers

The organisation eventually decided on the HP OfficeJet Pro X476 multifunction inkjet printer for its branches. EDP manager Schöpf highlights the clear cost savings, both in terms of the initial investment and the actual running costs, as the main reason behind the decision. This despite the fact that the devices themselves were more expensive: Niederösterreichische Hilfswerk saved over €100,000 on its initial investment as it did not

have to purchase any standalone scanners or replace its existing copiers. Due to their faster print speeds, the HP OfficeJet Pro X476 multifunction printers were able to provide these additional functionalities as well. The multifunction devices are also used as fax machines, so the organisation will not need to replace these devices down the line either.

Running costs have been reduced substantially – by around €8,000 per year. Energy cost savings make up half of this sum as the devices are more efficient than the organisation's laser printers. The other half is the result of decreased maintenance costs as the overall number of devices is so much lower.

“We were able to reduce the number of devices in use significantly, so our maintenance expenditure is now much lower – in terms of both time and money,” explains Schöpf. “Our colleagues in the local branches can now also print in colour. With laser printers, this would have been far too expensive. And it means that we have more time for other projects here in the IT department.”

Customer solution at a glance

Hardware

- HP OfficeJet Pro X MFP
- HP LaserJet Enterprise P3015x
- HP LaserJet Enterprise M602x
- HP Color LaserJet Enterprise 500 CM551dn
- HP LaserJet Pro 700 M725z MFP

Software

- Canon Therefore
- HP Web Jetadmin

HP services

- HP Partner Managed Print Services

In addition to these financial savings, the IT department at Niederösterreichische Hilfswerk has also been able to save time by agreeing a new managed print services contract with Ivellio-Vellin. The IT service provider's ALL.IN.PRINT concept means that the organisation no longer has to order consumables manually. Instead, the printers generate orders automatically when their ink or toner levels drop to 10 per cent. "This means that our branches no longer have to store consumables on site, which saves a great deal of money," says Schöpf.

"We were able to reduce the number of devices in use significantly, so our maintenance expenditure is now much lower – in terms of both time and money. Our colleagues in the local branches can now also print in colour. With laser printers, this would have been far too expensive. And it means that we have more time for other projects here in the IT department."

– Thomas Schöpf, EDP manager,
Niederösterreichische Hilfswerk

Ivellio-Vellin not only provides the consumables for the HP OfficeJet Pro X476 multifunction printers, it also supplies them for the various HP LaserJet devices in the head office. And the company delivers the products directly to the site that ordered them. "This works really well," says Schöpf. "We have always had a good experience whenever we've worked with Ivellio-Vellin. The company works hard to provide the best solution every time. So we're more than happy to continue the partnership."

The main benefit of the multifunction devices is that the employees in the 90 branch offices can now scan documents locally. They can then either send the digitalised documents directly to their email addresses, store them in a particular directory on the file server, or use OCR to store them in the digital archive, for which the organisation uses Canon's Therefore document management solution. "The feedback we have received from colleagues has been very positive. They say it makes the process a lot easier as they no longer have to pack up and send their documents, they simply go to the device, scan them in and go," says Schöpf.

The personnel files were just the start. Now customer files and incoming invoices are being scanned this way too. Schöpf concludes: "The HP OfficeJet Pro X476 multifunction printers have opened up a whole new world of efficient, decentralised workflows for us."

Learn more at
hp.com/go/mps

ivellio-vellin

Professionelle IT-Lösungen

Ivellio-Vellin is a retail and services company based in Vienna. Its core business lies in providing comprehensive IT support for companies of all sizes. This includes managed services, managed hosting, IT project support and monitoring. As well as printing solutions, the company also offers a range of other products and services including HPE ConvergedSystems, server and storage solutions, security, Microsoft® Office 365, storage virtualisation, virtualisation, user data sheets as an interface between IT & HR and Mercator, a guided selling solution.

Sign up for updates
hp.com/go/getupdated



Share with colleagues



Rate this document

© Copyright 2015 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Microsoft is a trademark of Intel Corporation in the U.S. and other countries.

4AA6-1355EEW, December 2015, Rev.1

