

Case study

GISA® optimises its document workflows



IT service provider uses HP multifunction devices to optimise processes

Industry

IT services

Objective

Reduce printing costs and introduce digital workflows

Approach

Concluded a second HP Managed Print Services contract

IT matters

- Simple administration of printer fleet with HP Web Jetadmin
- Using HP Digital Sending Software makes IT less complicated, so no additional software is required for digital document workflows

Business matters

- Printing costs reduced by around 30 per cent whilst doubling the size of the workforce at the same time
- Further cost reductions through improvements to processes in sales, accounting and financial controlling
- Efficiency improved in workflows thanks to quick and convenient document scanning using HP multifunction devices
- Confidentiality of printed data guaranteed with a pull printing solution
- Mobile printing from smartphones and tablets possible within the printing environment thanks to HP ePrint Enterprise



“HP Digital Sending Software provides a convenient way to scan documents within the company. With it we can easily manage all HP multifunction devices in terms of general operation and specific scanning processes. It forms the link between the MFPs and our electronic distribution and file storage systems, ensuring electronic documents are easily integrated into existing work processes. With other manufacturers’ devices we would have needed complicated third-party software for this function, which would have made things significantly more difficult and costly for our IT.”

– Matthias Fuchs, server management, GISA

30 per cent lower costs whilst doubling workforce

GISA has reduced printing costs by 30 per cent with an HP Managed Print Services contract– even whilst doubling its workforce. Further cost savings were achieved by optimising processes, including quick and convenient document scanning on devices. All documents can be automatically sent by email as a searchable PDF or stored in the user’s home directory. GISA will soon enable its employees to print remotely from smartphones or tablets.



Challenge

High costs for printer fleet

GISA is a full service IT service provider and a sector specialist for the energy industry and public-sector customers. Its clients include companies in the energy sector and public authorities, as well as industrial and tertiary customers, such as enviaM-Gruppe, Verbundnetz GAS AG, the Free State of Saxony, BAYERNOIL Raffineriegesellschaft mbH and Kraftanlagen-Gruppe.

With its head office in Halle an der Saale, GISA employs more than 650 people at six locations across Germany. Its services range from process and IT consultancy, and development and implementation of innovative IT solutions, to complete business process and IT infrastructure outsourcing. GISA has been certified as a SAP Partner on multiple occasions.

It also provides Managed Print Services. After analysing its clients' individual requirements, GISA provides them with all the necessary output devices, including consumables – and the company takes on responsibility for ensuring everything runs without a hitch.

“We are continuing to expand in this field for our clients. The demand for process optimisation in this area is huge,” reports Matthias Fuchs, server management expert at GISA.

“It really does help us that for several years we've had good experiences with the HP Managed Print Services contract and the potential of digital workflows that multifunction devices offer.”

Financially speaking, the contract stacks up well for GISA. “We've reduced printing costs by 30 per cent, down to a level comparable with other companies, as benchmarks confirm,” says Michael Wesche, Head of Purchasing and Stock Management. “On top of that, we have achieved indirect cost savings by streamlining sales and financial controlling processes. In the past, it was the individual specialist departments themselves that were responsible for purchasing devices and consumables. That meant a mountain of invoices that all had to be verified.”

Now, the devices relay the toner level directly to HP through the remote monitoring solution implemented by HP. Then as soon as the level falls below a certain threshold, more toner is automatically ordered and HP sends the cartridges directly to the relevant GISA site. Invoices for the number of toner cartridges supplied are issued once a month as part of a framework agreement. This method of invoicing, known as HP Level Pay, is based on consumption-related, fixed payments that depend on the usage of cartridges, which rewards users for printing economically. Printing in Draft or Eco Mode saves cartridges and money. Continuous payments also make things easier when it comes to budgets and verifying invoices.



Solution

A second HP Managed Print Services contract

GISA decided to enter into a second Managed Print Services contract with HP. The IT service provider originally had 110 workplace printers, a number that was initially reduced to 26 devices, half of them being central multifunction devices and the other half workplace printers. “A few of our employees still needed to have a workplace printer, such as form developers, who constantly need to print out documents to check the results of their work. But for the majority of our employees, the case has been for a few years that they collect their printouts from central multifunction devices.”

This has been made possible with a pull printing solution. Employees identify themselves on a multifunction device of their choice using their staff ID. Only that way can the relevant device functions such as printing, copying and scanning be activated. The same card is also used to gain access to the building or to pay in the canteen. “The pull printing solution ensures, on the one hand, that confidential information and documents within the company don’t fall into the wrong hands. On the other hand, employees always have the option of using another printer if the nearest available device is already being used by a colleague,” states Fuchs. “That’s the way it works across all of our sites.”

Benefits

30 per cent lower printing costs whilst nearly doubling the workforce

What’s more, paper consumption has reduced by 30 per cent. According to Fuchs, employees now think twice about whether they really need to print a document – and documents are no longer left behind in the output tray. Around 10 per cent of print jobs are left behind – or not even printed out in the first place, Fuchs says.

Since taking out its first Managed Print Services contract with HP, the number of multifunction devices at GISA has increased to 22, the number of employees has practically doubled ever since. It then opted to take out a second contract involving a single model – the HP LaserJet 700 Color MFP M775z MFP – to reduce its IT admin costs even further. “Thanks to the HP Web Jetadmin integrated management tool, the costs to configure and update the multifunction devices are so low, since a lot is now automated,” says Fuchs.

The large screens make it easier to operate the devices. And familiarity with navigating the clearly-structured menu without any hardware buttons adds value in terms of user recognition. That meant the new devices could be installed without any additional training costs. Another benefit is that the card readers could be integrated into a specially designed area next the device screen without significant expense. Previously, part of the casing had to be removed to feed the cable through, which caused hassle.

Customer solution at a glance

Hardware

- HP LaserJet 700 Color MFP

Software

- HP ePrint Enterprise Software
- Secure pull printing
- HP Web Jetadmin
- HP Digital Sending Software 5.0

HP services

- HP Managed Print Services

Despite the large number of employees and devices, the printing volume at GISA has risen by just five per cent over the past seven years. Fuchs says, "That's where pull printing and digital workflows come in, which the multifunction devices support."

High scanning volume for digital workflows

The digital workflows are made possible by HP Digital Sending Software. The large, well laid-out screens on the HP multifunction devices feature buttons that end users can press to scan documents and decide whether to send them to their email address or store them directly in their user directory. GISA saves the relevant settings in the software. Once end users have identified themselves using their staff ID, the software loads the user-specific parameters. At GISA, scanned documents are automatically saved as searchable PDFs, so they can be subsequently analysed by end users accordingly.

"The HP Digital Sending Software forms the link between the MFPs and our electronic distribution and file storage systems. It ensures electronic documents are easily integrated into existing work processes," says a delighted Fuchs. "With other manufacturers' devices, we would have needed special third-party software to allow searchable PDFs, which would have made things significantly more complicated and costly for our IT."

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Following an initial phase of one to two years, the scan function on the multifunction devices at GISA is now actively used by all specialist departments. The volume is expected to increase further in the next few years, according to Fuchs, and end users can scan documents from 10 to 50 pages with the help of the multifunction devices, instead of having to go to the central post room as they do now. "The HP multifunction devices are quick enough for these scan jobs – and the specialist departments are therefore able to retrieve the documents they have scanned more quickly," argues Fuchs.

He is also seeking to link the GISA document management system to the HP multifunction devices in the medium term, so documents can be saved directly onto there. "There's even more potential there to improve processes," Fuchs is convinced.

Mobile printing for the business

Yet another printing solution will soon go live. GISA will be enabling its employees to print remotely within the business from smartphones and tablets using the server-based HP ePrint Enterprise solution. "This function is sure to come as a delight to all of the company's employees who use mobile devices, even in meetings. The management team will especially benefit from it, because they can print documents quickly and directly from their BlackBerry, iPhone® or other mobile device, without having to ask an assistant to do it," says a confident Fuchs. No special drivers are required for the implementation. Print jobs can be sent directly to the pull printing solution via an app. Fuchs concludes, "All in all, GISA can wholeheartedly recommend the solution to its own clients too."

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