

Case study

Volksbank Kaiserslautern-Nordwestpfalz increases print security



Bank implements an integrated confidential printing and device security concept with assistance from HP

Industry

Financial services

Objective

Implement confidential printing with multifunction devices and secure printers against manipulation and attacks

Approach

Compared various solutions from suppliers certified by Fiducia & GAD IT AG using the criteria of easy integration and security

IT matters

- HP JetAdvantage Security Manager makes it easier to manage the entire printer fleet in terms of IT security
- Solution conforms with service provider's cloud infrastructure

Business matters

- HP JetAdvantage Security Manager provides a high level of protection against external attack and device manipulation
- HP Flow multifunction devices optimise document scanning
- HP PageWide technology reduces noise pollution and dust emissions to an absolute minimum
- Further process optimisations and cost savings could be made in future by scanning transaction-related documents locally



“By using a combination of SafeCom and HP JetAdvantage Security Manager software, we have been able to reach a very high level of security – exactly what we have wanted for many years.”

– Reiner Hoffmann, head of IT, Volksbank Kaiserslautern-Nordwestpfalz

Safety first – even for printers

Volksbank Kaiserslautern-Nordwestpfalz has made its printer fleet much more secure with the help of an integrated solution from HP. Mostly using HP PageWide technology, the printers are fitted with SafeCom software for secure pull printing and HP JetAdvantage Security Manager to ensure policies are adhered to. The solution has been certified by Fiducia & GAD IT AG.





Challenge

Printer infrastructure that was outdated and not 100 per cent secure

Volksbank Kaiserslautern-Nordwestpfalz has total assets of €780 million and customer assets worth €1.7 billion. The smaller VR-Bank Westpfalz has total assets of close to €500 million and some €950 million in customer assets. Both banks have worked closely together for many years so planned a merger.

The new cooperative would have a total of 77,000 customers and 170,000 accounts. Following the merger, the banks would have a total of 280 employees, including 17 apprentices. The banks operate across an area that reaches from Bad Münster-Ebernburg in northern Germany down to the French border in the southern Western Palatinate region. A large proportion of their transaction volumes is managed by 39 offices across the rural region.

The banks wanted to merge because of the increasing legal requirements and formalities surrounding banking. One area of concern was IT security and this required more specialist staff, which only larger banks can afford.

“We have been focusing on the topic of IT security for some time now and are one of the few banks in Germany to have been certified to DIN ISO/IEC 27001:2013 standards, which we first achieved a few years ago. This means that TÜV Hessen has repeatedly certified that we handle our customers’ electronic data extremely securely”, says Reiner Hoffmann, head of IT at Volksbank Kaiserslautern-Nordwestpfalz. “In the past, however, there was one area of IT security that always gave me a headache – our printers. “

For Hoffman, the biggest problem was that the devices’ USB ports could be used as a gateway to initiate attacks – either through external devices that staff could connect to the printers and therefore the bank’s IT network, or through USB sticks. Faxes that would arrive on the multifunction devices in the semi-public area of the bank were another possible security risk.

“I spent many years looking for a solution that we could use to manage all of our printers across all of our sites from one central location”, he explains.

Hoffmann wanted to have the option to activate and deactivate the USB ports on individual devices and introduce a secure pull printing solution that would ensure the documents, copies and faxes could only be collected once the employee had authenticated themselves at the device. It was important for the solution to conform with the requirements of Fiducia & GAD IT AG, its central IT service provider. These requirements were particularly unique as Volksbank Kaiserslautern-Nordwestpfalz is a member of the VR Financial Group, whose entire server infrastructure – including the print servers – is outsourced to the Fiducia & GAD IT AG data centre as part of its Change IT cloud project.

Solution

Printers and security software from HP

When the bank’s existing leasing and service contract for its printer fleet expired, the head of IT was not particularly optimistic that he would find a replacement solution that would cover all of his requirements. However, HP Gold Partner KKS Kemmler Kopier Systeme suggested a mix of HP hardware and software.



Following a meeting with KKS and experts from HP, Hoffman was much more positive: “HP promised us a lot – and I now know that they weren’t just full of hot air. They kept all of their promises.”

The bank used a matrix to weigh up the hardware, software and printout costs alongside its general impression of the providers and the all-important IT security factors, ultimately deciding on the option from HP and KKS. According to Hoffmann, HP’s security concept was the decisive factor.

Once the decision was made, there was a period of testing with different devices and two software tools for implementing the necessary security features. SafeCom would implement the pull printing concept, and HP JetAdvantage Security Manager would protect the bank from external attacks and device manipulation and also document that compliance guidelines were being adhered to. Tests were carried out in close collaboration with Fiducia & GAD IT AG, who ultimately agreed to the solution.

Benefits

Conforming to service provider’s cloud infrastructure

Volksbank Kaiserslautern-Nordwestpfalz was the first customer of HP and Fiducia & GAD IT AG to use a central network printing solution with security features of this nature within its new Change IT environment. For this reason, there were a number of stumbling blocks that had to be cleared throughout the project.

“We were impressed that HP searched constructively for a solution to every problem so that it could ensure that we ended up with the optimum printer infrastructure. The staff knew what they were doing and were 100 per cent committed through every stage. They provided excellent customer service,” says Hoffmann.

The new printer infrastructure at Volksbank Kaiserslautern-Nordwestpfalz comprises only multifunction devices, the vast majority of which are professional colour inkjet devices. These print twice as fast as laser printers, but at half the cost per page. The bank chose to use HP PageWide Enterprise Color MFP X585zm, HP PageWide Enterprise Color 556dn and HP PageWide Managed Color Flow MFP E58650z devices.

“These printers are excellent as they do not generate fine dust emissions that can be so harmful to both the environment and the health of our staff”, says Hoffmann. The board was very impressed with the devices, particularly because they run almost silently. For this reason, they have since asked Hoffmann to order HP PageWide printers for Werk|Bank, Volksbank’s new production centre in Rockenhausen.

The only areas in which HP laser printers – the HP Color LaserJet Enterprise MFP M880zm, HP Color LaserJet Enterprise MFP M880zm+ and HP LaserJet Enterprise M604dn – were installed were those where high print quality is essential, such as the marketing department. KKS also now provides an automatic consumable delivery service.

Transponders that Volksbank Kaiserslautern-Nordwestpfalz employees had been using to access its buildings are integrated into the SafeCom for user authentication.

“This was a really elegant solution from HP as these transponder readers fit seamlessly into the devices. From the outside, you’d never know they were there”, says Hoffmann.

Customer at a glance

Hardware

- 35 x HP OfficeJet Enterprise Color MFP X585zm
- 15 x HP PageWide Enterprise Color 556dn
- 25 x HP PageWide Managed Color Flow MFP E58650z
- 3 x HP Color LaserJet Enterprise MFP M880zm
- 1 x HP Color LaserJet Enterprise MFP M880zm+
- 5 x HP LaserJet Enterprise M604dn

Software

- SafeCom
- HP JetAdvantage Security Manager

HP services

- HP Channel Managed Print Services

But it was not just looks that won over Hoffmann, it was the technology, too: “We have used the SafeCom solution to create a pull printing concept that guarantees that confidential data from printouts and faxes cannot fall into the wrong hands.”

Staff have also seen the benefits of pull printing. Colleagues can no longer collect each other’s printouts by mistake as documents are now only printed once the owner has authenticated themselves. Staff members can also print out documents at other branches if they have to travel there for a customer appointment, without having to select a printer on their computer in advance.

High levels of security

Further aspects of security are covered by the HP JetAdvantage Security Manager software. This ensures that a device is restarted automatically in the event of an attack or an anomaly. The device’s security settings are then analysed and corrected where necessary, in order to ensure that the company’s policies are adhered to. Hoffmann’s team no longer has to intervene as the IT administrators are notified via the software.

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“I like the HP JetAdvantage Security Manager feature of having a ‘golden cop’ for the printer BIOS. If anyone tries to manipulate a printer, the software detects it and notifies us immediately”, says Hoffman. “By using a combination of SafeCom and HP JetAdvantage Security Manager software, we have been able to reach a very high level of security – exactly what we have wanted for many years. “

Internal processes have also helped to make the design of the printer fleet more efficient. Volksbank Kaiserslautern-Nordwestpfalz now uses the multifunction devices to scan documents and store them in digital folders. In the future, the bank plans to scan all payment documents in its branches, rather than having this done by an external service provider as it does currently.

“This will lead to five-digit savings”, says Hoffman.

At the same time, the printer concept will also be rolled out to the bank’s new partner, VR-Bank Westpfalz. A total of 18 HP PageWide devices are already on order.

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