

Case study

Sparkasse Trier reduces print costs by a third



Prominent German bank once again chooses an all-HP fleet

Industry

Financial services

Objective

Modernise printer landscape and achieve cost savings

Approach

Compared various print solutions suggested by IT-HAUS and conducted in-house testing

IT matters

- Reduces IT team's workload through automatic monitoring and replenishment of consumables

Business matters

- Cuts print costs by approximately 30% by replacing standalone faxes, copiers and printers with multifunction devices
- Introduces a highly flexible HP Managed Print Services contract with IT-HAUS which makes it easy to return devices that are no longer required
- Improves staff productivity through swifter printing



“By moving away from standalone copiers and fax machines, we have managed to reduce our total number of output devices by 6%. The new devices and our HP Partner Managed Print Services contract with IT-HAUS have reduced our overall costs by around 30%. We are very impressed.”

– Martin Panschar, management consultant, Sparkasse Trier

Durable devices and a long-lasting partnership

When the time came to replace its printer fleet, German bank Sparkasse Trier, extended its long-running partnership with HP and its partner, IT-HAUS. With new devices from HP and a new Managed Print Services contract with the Föhren-based IT systems house, the bank has reduced its output fleet costs by around a third.



Challenge

Ageing printer fleet

Sparkasse Trier was created in 1995 through the merger of Kreissparkasse Trier-Saarburg and Stadtparkasse Trier. With assets of around €4.13 billion, it is Rhineland's largest credit institute by quite some margin. The bank is a public law corporation and provides more than 430,000 customer accounts for 263,000 residents of Trier and the greater Trier-Saarburg district. It currently employs 934 people at its headquarters in Trier and 46 branch offices.

These employees print around six million pages a year. For the past eight years, they have had 450 HP printers including central multifunction devices and smaller workstation printers and HP Gold Partner, IT-HAUS, has provided first and second level support and an automated consumables supply service.

However, the printer fleet was beginning to show its age. "We wanted new, modern devices," explains Martin Panschar, management consultant at Sparkasse Trier. "We also wanted to take the opportunity to carry out a full assessment of our existing printer landscape. As marketing and sales are becoming increasingly important, we wanted our employees to be able to print more high-quality colour documents for our customers going forward."

Sparkasse Trier also had another important demand of its new output environment: it would have to reduce its costs considerably.

Solution

Printers from HP, service contract with IT-HAUS

Working together with the bank's long-term partner IT-HAUS, Panschar launched the project with a general stocktake. All the bank's offices were assessed: Were the right devices in place? With rising print volumes, where would larger devices have to be installed in future? Where would smaller devices suffice? Where could devices be consolidated? Where could larger multifunction devices replace workgroup printers? Where would it make sense to have colour printers?

"We have a standardised consulting approach for assessments like these and we used it as a basis for the process at Sparkasse Trier," explains Peter Kartschewski, key account manager for Printing Solutions at IT-HAUS. This included visiting each of the relevant sites. The data was then analysed to give the companies much greater transparency over the current costs. Next, room plans and a new printer fleet design were created based on the users' needs and cost aspects.

The bank did not want to move away from its current setup of customer advisers having workplace printers in their consultation rooms. But it was able to consolidate some of its devices – predominately by disposing of around 60 standalone fax machines and copiers which were replaced entirely by multifunction devices.

"The standalone fax machines and copiers were a big cost factor for us and today we can cover everything they used to do with multifunction printers alone," says Panschar.

Customer at a glance

Hardware

- 293 x HP LaserJet Pro 400 M401dne
- 110 x HP LaserJet Enterprise M500 MFP M525f
- 47 x HP LaserJet P3015DN
- 13 x HP LaserJet Pro 700 Color MFP M775z

HP services

- HP Partner Managed Print Services contract

About IT-HAUS

Founded in 1998, IT-HAUS GmbH is one of Germany's leading systems houses. As an IT service provider and retailer with some 220 employees and annual sales of €93 million, it offers its business customers an all-round service covering everything from simple applications to complex network solutions and efficient IT and supply logistics. Based in Föhren near Trier, IT-HAUS is a retail partner for all major IT manufacturers, selling hardware, software and consumables to businesses throughout Germany and in neighbouring countries. In 2016, IT-HAUS was named one of the top 3 IT systems houses in Germany by industry analysts Channel Partner and Computerwoche for the seventh time.

Based on the stocktake results and the bank's demand catalogue, IT-HAUS suggested a number of options for the new fleet, each based on devices from a different manufacturer.

"We went into the project very open-mindedly and took a closer look at many different printers – both in theoretical terms and in terms of how they worked in practice. To help us, IT-HAUS gave us devices to test," continues Panschar.

As well as the experts in the IT team, employees in other departments were also asked to put the test devices through their paces.

"Compared to the other devices, the HP models left the best impression on us. The high level of workmanship is a clear plus. It means that we can be sure that the devices will last, and that our employees will be able to use them reliably for a long time to come," adds Panschar. "The menu navigation in the HP devices was also the best we saw – and it's the same across every model, which is not something every manufacturer does. Last but not least, the design of the HP devices really impressed us. They just look good."

Another positive side effect was that choosing to continue using HP devices meant that neither the employees nor the IT team themselves had to deal with a complete conversion. The new devices work very similarly to the old ones and the IT team can continue integrating them into the network with the HP Universal Print Driver.

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The company chose four main models: the HP LaserJet Pro 400 M401dne for its workstation printers, the HP LaserJet Enterprise M500 MFP M525f for its department printers, the HP LaserJet Pro 700 Color MFP M775z as central devices for A3 printing and to replace the old photocopiers, and the HP LaserJet P3015DN for printing in the branch offices.

Benefits

Reduction in print costs

As it no longer needed standalone copiers and fax machines, Sparkasse Trier managed to reduce its total number of output devices by 6% – from 510 to 480.

"The new devices and our new HP Partner Managed Print Services (MPS) contract also reduced our overall costs by around 30%," says Panschar. "We were very impressed. We achieved our objective of reducing costs without having to compromise on service quality. Quite the opposite, in fact. The new devices print much faster, so employees no longer have to stand around waiting for their printouts."

Staff are also noticing this increase in speed when they use the multifunction devices' scan-to-folder and scan-to-email functions: "Both functions are being used much more frequently than before."

IT-HAUS was responsible for ensuring that the new fleet rollout went smoothly, and continues to provide both first and second level support and consumables for the bank. When a device's toner level drops below a set threshold, it automatically alerts IT-HAUS that a replacement will soon be needed. This then triggers an order, and the Föhren-based systems house sends the toner cartridges to the relevant site or branch automatically.

"This has worked without a problem for years. We don't really have to worry about anything anymore," concludes Panschar.

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