

Case study

SIX implements harmonised and secure print environment



HP MPS contract modernises printing fleet in branches across 25 countries

Industry

Financial services

Objective

Standardisation of global printer fleet and optimisation of security, with a global service provider

Approach

Following an analysis by SIX to assess business need, a tender was launched to identify the best provider based on cost-effectiveness and services on offer

IT matters

- Heightens security by combining software and hardware features
- Simplifies print administration with HP Web Jetadmin, and HP JetAdvantage Security Manager
- Improves hardware reliability and lowers maintenance costs

Business matters

- Delivers cost reduction through a global HP Managed Print Services contract
- Meets security requirements demanded by financial services sector
- Raises employee productivity with more user-friendly software and printers



“With the new MPS contract the cost of printing will be reduced substantially. With this contract agreement, SIX can rely on a designated partner internationally.”

– Philipp Wälti, system engineer and project manager, SIX

SIX delivers global standardised printing system with MPS contract

SIX runs the Swiss Exchange and delivers multiple financial services in 25 countries worldwide. The company needed a user-friendly solution for a globally homogenous printing landscape, one that would meet the high demands on service and security, reduce costs and allow a centralised and efficient administration. The solution is based on HP printers and software, SafeCom and a worldwide MPS contract.





Challenge

Branches are insufficiently integrated

SIX runs the Swiss Exchange and delivers multiple financial services worldwide. Apart from the headquarters based in Zürich, SIX has branches in 25 countries, each with their own individual printer environment. It has 3,900 employees worldwide.

With an existing MPS contract due to expire in mid-2016, the business saw an opportunity to rethink the print landscape across all branches. The authentication procedure at each device needed to be the same across all sites and for every employee. The user interface too needed to have a homogenous design and be easy to control. The entire solution needed to be compliant with the high security standards of the financial industry, but nevertheless be efficient to administrate.

“There had been different solutions at the sites abroad with respect to hardware, software and service,” explains Philipp Wälti, system engineer and project manager at SIX. “The authentication of the users differed. Employees from abroad had to be supplied with a special badge if they wanted to use the printing devices on site.”

Solution

Harmonisation of infrastructure and services

When SIX began a call for proposals, HP was one of a host of tenders bidding for the contract. After an extensive assessment of all tenders, SIX chose a HP Managed Print Services (MPS) contract. Also during the period of implementation, it found HP to be extraordinarily supportive, says Wälti.

The multifunction printers HP LaserJet Enterprise MFP630 and HP Color LaserJet Enterprise flow MFP M880 as well as HP LaserJet Enterprise M605dn have been deployed and adapted to the special demands on each site.

“Multifunction Printers (MFP) with a maximum of printing features are available at central locations, supported by less feature-rich MFPs in quieter locations. Additionally, smaller printers are placed directly in the department offices,” Wälti explains.

HP is now the lead service provider for SIX's national and international locations. Threshold values are defined for every consumable, automatically triggering HP to generate a purchase order. The consumables are then replaced on site by the local service provider.

Customer at a glance

Hardware

- HP Color LaserJet Enterprise Flow M880
- HP LaserJet Enterprise MFP630
- HP LaserJet Enterprise M605

Software

- SafeCom Pull Print
- SafeCom Mobile Print
- HP JetAdvantage Security Manager
- HP Web Jetadmin
- HP UPD

HP services

- HP Managed Print Services

To administer the printer fleet centrally and effortlessly, SIX uses HP Web Jetadmin. HP JetAdvantage Security Manager allows administrating and monitoring the devices with respect to security by supporting the creation of policies and managing of certificates. SafeCom Pull Print encrypts all print jobs which allows employees to collect printing jobs from any device in the building. And in combination with SafeCom Mobile Print, print jobs sent from mobile devices can be processed securely in this way as well.

The security of the entire network has been realised by the combination of hardware and software, meaning the particular strict security standards of the finance industry are met. As a result, SIX is re-certified by the payment card industry (PCI).

The HP MPS contract delivers SIX with the necessary services required by an international financial services provider. It also meets a crucial requirement - that the service level for the branches is equal to that of the Swiss headquarters.

Benefits

Improved security and reduced costs

The HP MPS contract has been positively received among staff, reducing costs and administration.

The increased printing speed is frequently praised. IT queries sent to on site support staff have significantly reduced and the reliability of the fleet, in Wälti's words, is "remarkably high".

The print jobs are transmitted from the user device to the main print server, and they can be recalled at every printing device in the entire network. Employees enjoy maximum flexibility and no print jobs are printed unnecessarily.

"With the new HP MPS contract, the cost of printing has been reduced substantially in comparison to the old MPS for the whole period of the policy. With this contract agreement, SIX can rely on a designated partner internationally," says Wälti.

"Standardisation of the printer infrastructure and devices became necessary to simplify printing for employees across locations. This was an important aspect of the internationalisation strategy. HP Managed Print Services supports the 'one company' approach at SIX."

– Philipp Wälti, system engineer and project manager, SIX

"Due to the efficiency of the HP software for printing management, a lot of time for administration work is saved. To add new printers to the network is much easier now, and one does not actually have to do much in the back office, even in the case of moving. That's pretty cool," Wälti concludes. "This security concept supports SIX in the re-certification of important industry standards such as PCI."

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