



Main-Kinzig-Kreis increases the security of its printer fleet

Local government sources hardware and software from HP and services from druckerfachmann.de

Industry
Government

Objective
Reduce printer costs and increase print security

Approach
Comprehensive HP solution with HP PageWide devices and security software and an HP MPS contract with druckerfachmann.de

IT matters
• HP JetAdvantage Security Manager enables Main-Kinzig-Kreis to manage and administer the IT security of its entire printer fleet easily and centrally

Business matters
• HP JetAdvantage Security Manager provides a high level of protection against external attack and device manipulation
• The print security solution fulfils internal and regulatory requirements
• HP Partner Managed Print Services contract with druckerfachmann.de guarantees high device availability
• HP PageWide devices ensure print permanence for documents such as certificates
• Total costs for the entire printer fleet are now 35% lower



“Fulfilling our legal and internal security requirements with regard to printing was very important to us. The tender therefore resulted in a clear decision in favour of HP hardware and software, as the company also offers HP JetAdvantage Security Manager, a solution that helps us ensure we are fully compliant with the regulatory requirements. No other provider on the market could offer us this complete package.”

– Jens Nebenführ, head of IT, Main-Kinzig-Kreis



Ready for GDPR and other requirements

Main-Kinzig-Kreis has made its printer fleet more productive and secure with a comprehensive HP solution. All of the devices are fitted with Nuance SafeCom software for secure printing and HP JetAdvantage Security Manager to ensure that policies are adhered to. HP Partner druckerfachmann.de provided a smooth service.



Challenge

Printer fleet no longer meeting security and cost requirements

With around 413,000 residents, Main-Kinzig-Kreis is by far the most highly populated district in the German state of Hesse. It is an important part of the Rhine-Main metropolitan area and an attractive base for successful high-tech companies from all over the world. Main-Kinzig-Kreis offers residents and companies excellent infrastructure. It has expanded broadband coverage to all of its 29 cities and municipalities, which together comprise of more than 160 individual urban areas. The district has a number of offices in Gelnhausen from which it takes a modern and customer-focused approach to administration. With around 100 schools, Main-Kinzig-Kreis has a varied and modern educational landscape.

The IT team at Main-Kinzig-Kreis provide all of the IT equipment for approximately 1,900 staff across all of the offices and school administrations. This includes the printer fleet, which had previously stood at around 900 devices. Some 14 million pages are printed at the offices each year. "We are starting to digitise now, but at that time our staff at the administrative offices still had to print out a great number of applications, forms, decisions and letters. This means that having a well-functioning printer fleet is incredibly important for people in our offices and school administrations," says Jens Nebenführ, head of IT, Main-Kinzig-Kreis.

In the past, this fleet consisted mainly of workstation printers and a few multifunction devices. These all came from HP with Partner druckerfachmann.de providing service, maintenance and automatic toner supplies. When the contract expired, Main-Kinzig-Kreis put out a Europe-wide tender for an HP Managed Print Services contract, open in terms of the manufacturer and service provider, but with clear requirements for the technology. Main-Kinzig-Kreis wanted to replace and reduce its devices with ones that had energy-efficient and environmentally-friendly features.

"IT security and data protection were also very important points that the new printers would have to cover", explains Nebenführ. Their data protection and IT team defined the requirements for printer security in advance - especially against the background of the new EU General Data Protection Regulation (DSGVO), which came into force in May 2018.

Solution

HP PageWide devices and HP JetAdvantage Security Manager

"Fulfilling our legal and internal security requirements with regard to printing, both now and in the future, was very important to us. The tender therefore resulted in a clear decision in favour of HP hardware and software, as the company also offers HP JetAdvantage Security Manager and the SafeCom pull printing software from Nuance, two solutions that help us ensure we are fully compliant with the regulatory requirements. No other provider on the market could offer us this complete package," explains Nebenführ.



The HP Partner druckerfachmann.de, which recommended the print security solution, also proved that the software tools for Main-Kinzig-Kreis would work in practice with a proof of concept demonstration. “The decision was made even easier for us because druckerfachmann.de also offered a tailored service package with deep integration of the IT service desk tools on both sides,” adds Nebenführ.

In the first step of the project, druckerfachmann.de rolled out the new printer fleet across Main-Kinzig-Kreis offices as per the IT team’s requirements. The team wanted the fleet to be consolidated to reduce costs and power consumption. They also wanted to reduce the number of different models to lower their workload. For this reason, Main-Kinzig-Kreis ordered mainly multifunction devices for its new fleet. These were then placed centrally along corridors so that all employees would be able to reach them quickly.

It chose three different HP PageWide models that use pigmented HP ink. These print twice as fast as laser printers, but at half the cost per page. They were also all fitted with Nuance SafeCom pull printing software. This means that employees now authenticate themselves at the device with the same card they use for building access and time logging before the printer produces their document. So no printouts, and therefore no confidential data, will fall into the wrong hands.

Benefits

Costs reduced by 35%

“The staff accepted the new solution quickly, not least because the HP PageWide devices do not need to pre-heat as the laser printers did. This means that the employee arrives at the device and their print starts right away,” says a delighted Nebenführ. “The printouts are also very, very fast. They really are high-speed machines.”

But Main-Kinzig-Kreis does not want to, and cannot, do away with workstation printers altogether. In offices that are open to the public, such as the job centre or social security office, and at the desks of staff with disabilities, it has installed the compact HP LaserJet M402m, which can only print in black and white. In total, the number of installed devices has decreased from around 300 to 200, resulting in a reduction to print costs of 35%.

HP JetAdvantage Security Manager keeps security levels high

Even more important for Main-Kinzig-Kreis is the fact that by introducing the pull printing concept and HP JetAdvantage Security Manager software, print security is now at an all-time high. The software ensures that a device is restarted automatically in the event of an attack or anomaly. The device’s security settings are then analysed automatically and corrected where necessary, in order to ensure that the policies loaded onto the devices are adhered to. Sven Bernt, administrator, Main-Kinzig-Kreis, does not have to intervene at all. He receives notifications via the software.

Customer at a glance

Hardware

- 496 x HP LaserJet Pro M402m
- 193 x HP PageWide Managed Color MFP E58650z
- 32 x HP Color LaserJet Managed M553xm
- 27x HP LaserJet Managed M605xm
- 24 x HP Color LaserJet Managed Flow MFP M880z
- 13 x HP PageWide Managed Color Flow MFP E77660z+
- 11 x HP PageWide Managed Color Flow MFP E77660z
- 4 x HP PageWide Managed Color E75160dn

Software

- HP JetAdvantage Security Manager
- Nuance SafeCom

HP Services

- HP Partner Managed Print Services



About druckerfachmann.de

Founded in 1998, druckerfachmann.de has always recognised and mastered technological developments in the printer and copier environment and used them to provide measurable benefits to its business customers across Germany. From its headquarters in Berlin, the company deals with documents, technology and processes equally, taking all relevant factors into account: devices, IT infrastructure, cost control and investment protection. In doing so, druckerfachmann.de has become a powerful and reliable supplier, service provider and partner in the fields of HP Managed Print Services, document management, printing and copying, and device testing under DIN VDE 0701-0702 BGV A3. druckerfachmann.de currently manages over 49,000 systems under MPS contracts and processes over 2,700 service tickets per month.

Bernt appreciates the fact that HP JetAdvantage Security Manager holds a 'golden image' of the printer BIOS. "If anyone tries to manipulate a printer, the software detects it and notifies us immediately," he explains. "With HP JetAdvantage Security Manager, we have now reached a very high level of security that ensures compliance with regulatory and internal requirements."

Bernt also manages his printer certificates via HP JetAdvantage Security Manager. He can ensure that no printer can access the network of Main-Kinzig-Kreis unless it has been previously approved by the IT team and issued a certificate. Further to this, the software also transparently documents every action and change made to the printer fleet by each administrator. "Another great function is that HP JetAdvantage Security Manager shows me immediately how the security risk will change every time I make an adjustment," says Bernt. "Many functions that the software manages for us automatically now had to be done manually before, and that always brings with it a chance of error."

To further increase printer security, all of the enterprise devices are fitted with HP FutureSmart firmware. This helps to ensure that the printers are protected from hackers during start-up, just as computers are. The integrated firmware also switches the device off automatically if it detects an external attack.

Main-Kinzig-Kreis's new print security concept was recently put to the test in an internal weak-point analysis audit by TÜV Rheinland. "The auditors could not find any flaws in the printer infrastructure," says Nebenführ happily.

"By integrating our IT service desk system with druckerfachmann.de, we always know the precise status of our tickets. We have never been kept up to date in this way and in this level of detail before."

– Sven Bernt, administrator, Main-Kinzig-Kreis

High service quality with deeply integrated service desk systems

Main-Kinzig-Kreis's IT manager is also very pleased with the service provided by druckerfachmann.de. Consumables are delivered automatically right to the various offices within Main-Kinzig-Kreis as soon as their device reports low ink or toner status. By closely integrating Main-Kinzig-Kreis' own IT service desk system into that of the printing service provider, all tickets that concern the printers are immediately transferred from its incident management area to the druckerfachmann.de system. All of the communication then happens using a Main-Kinzig-Kreis ticket number so that everyone involved knows the status of each service incident. "This goes so far that a service technician from druckerfachmann.de can also do things like note in the system that they have to come back the next day to repair a device, perhaps because he didn't have the right part the first time around," explains Bernt. "We have never been kept up to date in this way and in this level of detail before."

druckerfachmann.de has also brought all of the old HP devices at the approximately 100 schools in the district of Main-Kinzig-Kreis into the comprehensive service concept. In the next step of the partnership, the school administrators will be supplied with new printers. This will consolidate the fleet by a third to around 200 devices. Again, the focus will be on HP PageWide printers "due to their eco-friendly properties, and how easy they are for the teachers to use," says Nebenführ. In comparison to laser devices, the HP PageWide printers contain very few components that have to be replaced during the device's lifespan. "Print permanence is also excellent with the HP PageWide devices. This is particularly important for children's certificates."

Learn more at
hp.com/go/businessprinters

Sign up for updates
hp.com/go/getupdated



Share with colleagues

