2nd generation MPS offers an overview of enterprise-wide printing & cost reductions

Banking giant standardizes and simplifies their IT environment with LRS solutions.

The customer had been running a Managed Print Services program with different vendors (HP, Xerox, Fujitsu) in different parts of the world. They also had a number of purchased printers and individual contracts in APAC. Their first generation MPS did establish cost savings but had not brought forward enough innovation or offered motivation to reduce capacity. In addition, the adoption rate for their selectd pull printing solution had not been very good.

We were able to establish that the customer had a complex application environment (5,500+ applications), distributed print servers (around 100), insufficient print reporting with limited visibility around print activity and low adoption of pull-print. They also had a project around revamping their desktop environment and a key drive to standardize and simplify their IT environment. The customer wanted to have a new Managed Print service in place by the end of 2014 as several contracts in various regions were coming to an end.

Putting in place an Enterprise Output Service Layer in conjunction with the new MPS roll-out would give the customer major benefits: a print vendor agnostic solution enabling them to standardize on how they deal with application printing while reducing IT Service cost. The offer included print server consolidation, global print reporting through Innovate/Audit, as well as a platform for dealing with guest and mobile print through Mobile Connector. In a later phase MFPsecure was added to the offer as the secure pull print solution.

During the RFP process, the five responding hardware vendors offered a mixture of solutions - and three of them included LRS in the mix with only one offering only LRS for output management, reporting and pull printing. In the end the customer chose for the vendor offering only LRS solutions and displaced the incumbent solutions by the other vendors.

A detailed business case revealed that they were printing 224 million pages annually with 20% of all pages being printed in color. They also reported 27,000 print related helpdesk calls. There were 100 Windows print servers and 8,500 printers. Having LRS Enterprise Output Server manage printing would enable print server consolidation (from 100 to 10) with an estimated cost saving of 486,000 euros annually. Reporting would lead to printer consolidation efforts and ensure the most efficient use of available printers. Insight into printing behavior and a print policy reduced print volume by 20% to 180 million (print rules would reduce color output by 50% and increase duplex output by 60%). The customer reported a 40% cost reduction compared to the previous MPS. And with the new MPS setup, print related helpdesk calls were reduced by 99%.

AT A GLANCE

The Company
The customer is the Corporate & Investment division of a large financial institution that has 17,251 employees within this division alone.

The Industry
Finance/Banking

The Requirements
MPS renewal, innovation, standardize and simplify the IT environment, awareness of enterprise wide printing.

The Solution
VPSX Enterprise, MFPsecure, Mobile Connector, Innovate / Audit, Transform PDF>PCL and Policy Filter

The Benefit
Print volume reduction and print rules for duplex and monochrome result in 1,5 million euros cost savings annually. I/A reporting resulted in device consolidation (from 8,500 to 3,300). The cost savings for the eliminated print servers equal 486,000 euros annually. 99% reduction in print related helpdesk calls and 40% TCO reduction.

LRS®
OUTPUT MANAGEMENT

BUSINESS BENEFITS

Best in class, device vendor-agnostic Managed Print Infrastructure, which offers a single pull printing solution for all global locations.

Reduced IT service cost in respect of support of Output from the 5,500+ applications that were running within the customer environment.

Direct secure release impacted printing at locations with poor network connectivity.

Departmental charge-back of print costs.

Track, manage and audit print related activity through I/A.

Improved end user productivity and satisfaction.

BENEFITS FOR FINANCE/BANKING

Secure pull print for all locations worldwide, including (remote) locations that have direct IP printing enabled.

Centralized overview over all printing activity from any location or device.

Secure document release for local printing at locations with poor network connectivity.

Global enterprise wide usage reporting which resulted in device consolidation, cost efficient use of printers and print cost reduction.

Self-service portal reduces the print related helpdesk calls.

AT A GLANCE

Why Change?
There was a need for innovation / standardization. They wanted a 2nd generation MPS that would help them gain insight in printing worldwide and help reduce print costs.

Why Now?
The existing MPS contracts were going to expire.

Why LRS?
The cross-platform capability and ability to manage output in the customer's complex heterogeneous environment. LRS solutions are print vendor agnostic and will allow the customer to consolidate their infrastructure, simplify their environment, providing self-service end user and automation tools

Why do financial services providers choose LRS?
For most financial institutions it is vital that the strategy and vision for a broader approach to managing all document output and print across the enterprise is understood by the vendor(s). LRS helps to achieve that as part of the managed print service as offered by the partner of choice.

Learn how LRS solutions can add value to financial service providers.

Visit LRSOutputManagement.com/financial-services to learn more.

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