



HP Provides New Output Model for Allianz Life Insurance Korea

Model helps sharply reduce operational costs, optimize output environment and improve productivity

Allianz Life Korea is a wholly owned subsidiary of the worldwide Allianz Group, offering Koreans the resources of one of the world's largest insurers and investment managers. Allianz arrived in Korea in 1999, when it acquired the long established local life insurer, Jeil Life. Allianz aims to build a reliable, profitable and customer-centric life insurance company by delivering excellence in everything it does. Allianz Life is Korea's fourth largest life insurance company, delivering life insurance and financial products to approximately 1.3 million customers across the nation.

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Introduction of pay per use service "attracts attention"

Allianz Life Insurance Korea decided that an innovative system to manage its output environment was necessary after its legacy print systems, which consisted of a heterogeneous mix of old printers plagued with frequent glitches, grew to be too unreliable and costly. It also became increasingly difficult to effectively manage various office machines such as printers, faxes and copiers from different vendors, occupying large spaces. More significantly, there was a pressing need to reduce the exponentially huge volume of outputs and operation costs typically associated with an insurance company.

Allianz signed a four-year HP Pay per use (PPU) service contract so it could focus its efforts on the business and let HP experts manage the printing systems when needed.

At the end of April 2006, Allianz Life Insurance unveiled the operations of its new printing systems after a successful revamp of the legacy printing environment. The newly optimized output environment, based on digital multifunction devices, was delivered in a total of 18 months. Careful planning and vendor selection accounted for 16 months, while the installation itself proved to be the shortest part of the process, taking only two months.

The HP Total Print Management solution has brought control over the company's output infrastructure, resulting in improved accountability and productivity, as well as significantly reduced costs. Allianz Life Insurance is enjoying an improved company-wide output environment with outstanding efficiency in work processes. HP's superior networking and management software with the HP Web Jetadmin also helped Allianz to effectively control its output environment. The HP Web Jetadmin enabled a web portal that allowed for integrated management and remote management of the output environment.

First adoption of PPU service for large-scale printing system

In Korea, enterprise printing is just recently becoming a reality, and some companies have moved to deploy small-scale hardware printing systems with a pay-per-use service. Allianz Life Insurance's installation represents a full range of enterprise print solutions, acting as a model for other companies in the country. With an install base of at least 1,499 printers in early phase, and a variety of solutions like PPU service, remote management, job accounting and billing solutions, Allianz Life Korea is priming itself for success – and hoping its output environment framework can be leveraged beyond its country boundaries as well.

"Among Allianz Group subsidiaries in some 70 countries, Allianz Life Insurance Korea has installed the integrated printing management system ahead of other subsidiaries. We presented our project at the conference of CIOs at Allianz Group's Asia Pacific operations held in July, attracting keen attention of participants," said Kim Seong-don, chief information officer, Allianz Life Insurance Korea.

Integrated printing management solution

The new printing environment installed at Allianz Life Insurance Korea consists of hardware and solutions that deliver a flexible, scalable and affordable output environment.

A total of 1,499 units of HP hardware products, including HP digital multifunction device – HP LaserJet 4345mfp, color laser printers, and black/white laser printers were installed across 423 offices and sites, including the head office, 5 regional headquarters, 55 branches, 292 business operations, and 37 agents. Allianz Life adopted the HP Total Print Management solution to efficiently evaluate, design and manage the output environment. HP Web Jetadmin is a crucial component of these solutions, enabling users to conveniently manage the imaging and printing supplies by designating a list of user authentication for certain devices, monitoring details of color usage, and providing supplies in time by monitoring stock and ordering supplies in advance.

As for its selection of HP solutions, CIO Kim Seong-don of Allianz Life Insurance Korea explained, "The HP TPM solution proposed by HP Korea was found to be most ideal for optimizing an output environment that Allianz Life Insurance was seeking, and the PPU service, in particular, appeared to be an exceptionally suitable solution for us as we aim to slice costs more than anything else. Among competitors, HP printers demonstrated the most excellent performance. HP's nationwide service network also received high marks in evaluation. And the print solutions offered by HP really helped to seal the deal."

Hardware systems and operation costs reductions for Allianz Life

With the adoption of new hardware, including digital multifunction devices, Allianz Life Insurance sliced the number of printing systems by 54 percent. Using the web portal for integrated management, the company can now bill charges by business operations and divisions based on real-time analysis of their respective print outputs. It has also built an environment in which it can control unnecessary prints. Additionally, Allianz Life Insurance has established a managed environment where it can reduce printing expenses by accounting for color printing jobs and managing color printing where it really is needed.

Three months into its operation, the company now expects to cut operation costs by more

than 30 percent a year – significantly higher figure than the initially estimated 22 percent. Other benefits of the new printing environment include an enhanced office atmosphere without the noise and clutter of the old printing equipment and incomparably higher printer performance, helping to significantly increase the productivity of the insurance sales team.

Additionally, an improvement was made with the organization's document workflow. The scan-to-email function on HP's digital multifunction devices allows the convenience of scanning claim documents, which had mainly been delivered by mails or faxes, and handling them in imaging systems built in the VPN network. As a result, employees can process jobs in a simpler manner, while sharply cutting mail and fax costs. The company plans to extend the adoption of imaging processes to help conclude new insurance contracts in the future.

"I believe our outstanding initial results can be tied to the detailed planning and preparation that went into installation project. HP helped us to discover the key to success with Total Print Management: creating a solution that can precisely monitor print outputs and predict future demands," said CIO Kim Seong-don.

Quote

"Based on results of actual operation for three months, we expect HP's Total Print Management solution to reduce operational costs by over 30 percent a year. In addition to cost reduction, our day-to-day work productivity was significantly improved with two to three times faster printing speeds than before; an uncluttered office environment after removing unnecessary business machines such as printers, faxes and copiers; and improved employee time allocation without needing to worry about ordering supplies like toners. HP Total Print Management solutions have also simplified our working processes and cut our mailing and faxing costs by conveniently scanning claim documents through an imaging system built into a VP network."

– Kim Seong-don, executive director and chief information officer, Allianz Life Insurance

Solutions Overview

IT challenges/needs

- Simplify the output environment, which comprised of a large, diverse and aging fleet, plagued with frequent glitches.
- Reduce costs.

Solutions

- HP Pay per use service
- Balanced deployment of right-sized devices comprising of HP MFPs and single-function mono and color HP LaserJet printers
- Management of the output environment with HP Web Jetadmin, including management of supplies
- Web portal

Improvement of IT systems

- Adopting integrated solutions that combine hardware and software service, the number of printing systems is reduced by 54 percent, enabling users to evaluate, design and manage printing environment more easily.
- Device consolidation to derive an optimized output fleet, enabling a more pleasant office environment.
- Using web portal for integrated management, the company can now bill charges by business operations and divisions based on real-time analysis of volume of printouts.
- HP Web Jetadmin that can monitor conditions of equipment and repair any glitches remotely.

Business benefits

- Based on results of a three-month operation, estimated operation costs to be reduced by more than 30 percent a year.
- Two to three times faster printing speeds than previous printers, significantly improving work productivity.
- Improved staff productivity as employees can now concentrate efforts on their own jobs without worries about managing imaging and printing supplies (for example, toners and paper).
- Document workflow improvement with scan-to-email function on HP multifunction devices, allowing convenient scanning of claim documents.

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