

HP customer case study: AIB witnesses a 30 per cent cost saving and in addition could generate a reduction in the carbon footprint of the printing facilities at its Head Office at Bankcentre by just over 50 per cent after deploying a HP Managed Print Services solution

Industry: Financial services

HP MPS deal at AIB yields 30 per cent cost saving and lowers carbon footprint



“The HP MPS solution has allowed AIB to deliver improved service quality, reduced cost and mitigated risk, in line with AIB Operational Excellence Agenda. The results were achieved through the introduction of fewer devices, using the latest HP technology, through the use of duplex printing, auto deletion, and linking staff ID cards to initiate and track print jobs. An AIB in-house developed Management Information System (MIS) uses data from the HP MPS solution to deliver up to date cost and usage information via the intranet.” Harry Troute, head of managed services, AIB

Objective:

Allied Irish Bank (AIB) wanted a Managed Print Services (MPS) solution at its head office that would improve service quality, deliver cost savings and lower operational risk.

Approach:

- AIB examined its print cost profile and visited several UK and Irish financial reference sites to explore best practice scenarios.
- Implemented the HP MPS solution.
- Introduced HP Web Jetadmin, remote monitoring and SafeCom software.

IT improvements:

- A 75 per cent consolidation of the hardware fleet leading to a more efficient and manageable print, copy and fax environment.
- Increased security and confidential print environment.
- Technology that reduces paper wastage, print volumes and power consumption.

Business benefits:

- A highly efficient print, copy and fax environment increases productivity and aids business growth by accelerating customer service.
- Optimised, single-vendor infrastructure that is easily managed and more productive due to improved workflows.
- Improved service quality and projected cost savings of 20 to 30 per cent.
- AIB can use key performance indicators to drive continuous improvement and control Total Cost of Ownership (TCO).
- A predicted 50 per cent reduction in AIB's carbon footprint of the printing facilities at its head office at Bankcentre which reinforces the bank's environmental policy.
- AIB can make further savings by expanding the MPS solution throughout its branch network.



AIB Group is the leading Irish financial service provider, and offers a wide range of personal banking services including loans, credit cards, mortgages and general insurance products. It comprises four divisions; AIB Bank ROI, AIB Bank UK, AIB Capital Markets and AIB Poland. AIB Bank ROI, AIB Bank UK and AIB in Poland through its 70.5 per cent holding in BZ WBK provide retail and commercial banking services to their respective countries whilst Capital Markets manages investment banking, asset management, corporate banking and global treasury activities.



Forefront L to R: Steve Meadows, Director of operations and technology, AIB; Martin Murphy, Managing Director HP Ireland. Back L to R: David Mullins, General Manager of Enterprise Services for AIB; Gary Tierney, IPG Country Manager HP Ireland; Harry Troute, Head of Managed Services, AIB. Location: AIB HQ, Ballsbridge, Dublin

Problems with print management

AIB's printer, copier and fax fleet had evolved to a ratio of 1 device for every 4 employees in its Dublin's Head Office locations. "Our printing and imaging environment comprised multiple vendors and multiple contracts without any true ownership for print; it was divided amongst many different functions. With this disparate environment we could not monitor costs or control our print budget," explains Harry Troute, head of managed services, AIB. "We needed to understand our print environment, get a handle on costs and optimise the infrastructure through standardisation."

After examining its cost profile, AIB realised that it needed to manage the costs of its on-demand, office print environment more closely. Consequently, it commissioned independent research to assess the print environment, propose a solution and forecast potential cost savings.

The research concluded that a Managed Print Services (MPS) solution involving leased equipment and services via a single vendor was the correct approach. AIB therefore asked several major

organisations including HP to supply quotations for their individual MPS solutions.

Standardisation and consolidation optimise print infrastructure

The HP MPS solution involves standardising and consolidating the existing fleet moving from 1 device per 4 employees to a ratio of 1 device per 12 employees. Over time using the data generated in Remote Monitoring we plan to increase the ratio further to closer to 1 in 15. HP LaserJet Multifunction Printing (MFP) devices conduct printing, copying and faxing duties whilst a selection of HP LaserJet 4250dtn and HP Color LaserJet 4700 dtn printers provide additional print capabilities. SafeCom software helps AIB optimise its print infrastructure for improved management of its print environment and enables enhanced print security to reduce operational risk. Print jobs are enabled by the use of the Staff ID card and badge readers on each device. Scheduled but unprinted print jobs are deleted automatically overnight. Web Jetadmin management software automatically monitors the condition, status and availability of devices connected to the bank's network.



The HP contract also provides management and support for AIB's end-to-end print infrastructure and an on-site print manager to deal with print issues. In addition, HP will provide all supplies and a 'break-fix' service over five years.

"As part of our due diligence process, we visited several financial institutions throughout Ireland and the UK where each party had implemented MPS solutions into an environment similar to our own," continues Troute. "We then assessed each solution on their potential to deliver improved service quality, lower costs and reduced operational risk.

"The feedback on HP from our visits was very positive and, compared to the other players, it had a good fit to our technological and cultural needs. The HP solution fully addressed our concerns about service quality, cost reduction and risk mitigation."

KPIs measure TCO and drive continuous improvements

After implementing the HP MPS solution, AIB is now experiencing the benefits of an optimised, single-vendor infrastructure that is easily managed and more productive due to improved workflows. The

total printing and imaging environment is highly reliable and secure, cost management is under control and service quality is much improved.

SafeCom software has enhanced security by providing confidential printing through a single swipe card which prevents print jobs from falling into unwanted hands. Pull printing technology allows users to print on a device at a chosen location at a time of their choice. Print jobs simply sit on the central print server until users walk up to a printer; they swipe their access card and select the job they want to print. HP Remote Monitoring ensures that no printer is out of consumables as when the device reaches the minimum threshold it automatically orders new supplies. Along with Web Jetadmin, this enables HP to provide AIB a higher level of service and uptime for its print environment.

HP Web Jetadmin management software remotely monitors, troubleshoots and supervises the provision of supplies and consumables meaning devices are never short of toner. Moreover, it ensures that printers are rarely redundant across the fleet and generates cost savings by controlling print volumes.

Customer solution at a glance

Primary applications

- Printing, copying and faxing

Primary hardware

- HP LaserJet M9050 MFP device
- HP LaserJet M4345 MFP device
- HP LaserJet 4250dtn printer
- HP Color LaserJet 4700dtn printer

Primary software

- HP Web Jetadmin
- HP Remote Monitoring
- SafeCom

HP Services

- HP Managed Print Services
- HP Financial Services

Management Information System

AIB has developed, in-house, a Management Information System (MIS) which uses the information in the database held in the HP/Safecom system. This contains data to individual user level, by date, time and device, and includes print, copy, scan and fax activity. This data is linked to AIB's ERP and HR System, which facilitates the accurate and timely allocation of costs to business units. This data is available via the AIB intranet with appropriate hierarchical access levels. This MIS allows AIB to track and trend the full cost of office and business application printing for all divisions, units and individuals over a rolling 15-month period.

"The Managed Services and associated Management Information (MIS) allows us to better manage the total print environment, across all divisions, thus reducing risk, controlling costs and improving service quality, supporting our Operational Excellence agenda"

David Mullins, General Manager of Enterprise Services for AIB

Changing behaviour

Through the introduction of the HP MPS solution AIB has seen a difference in the way its employees manage document workflows throughout the company. "By utilising the scan features on the HP MFP's we have seen a marked change in the way employees approach document management cycles leading to a more efficient output and also resulting in less paper used," adds Troute.

"By leasing the hardware and paying by consumption in a managed print environment, we now have very good control over costs. I estimate the solution will produce cost savings of between 20 and 30 per cent," says Troute.



"We are also generating useful management information by monitoring print trends throughout the office and charging costs back to appropriate cost centres. I am pleased to say that, following an independent assessment, the HP MPS solution should result in a reduction in the carbon footprint of the printing facilities at AIB's head office at Bankcentre by just over 50 per cent.

"I believe both HP and AIB have learned a lot from each other during this exercise and it is now in a position to deliver similar MPS solutions throughout the financial services sector," concludes Troute.

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