



Overview

The need

ABN AMRO saw an opportunity to cut costs, boost security and help its employees work more productively – addressing the bottleneck caused by an ageing and fragmented printer infrastructure.

The solution

The company achieved its goal by replacing 9,000 printers and scanners with just 1,200 multifunctional Ricoh devices featuring “follow-you” functionality, managed by IBM® Global Technology Services®.

The benefit

Fast, flexible and secure print options ensure employees get materials sooner. Fewer, more efficient devices and a lower misprint rate contribute to a 7 percent print reduction and 20 percent cost savings.

ABN AMRO

Modernizing the workplace to drive greater employee productivity and cut costs by 20 percent

ABN AMRO offers a comprehensive range of banking products and services to retail, private and commercial customers in the Netherlands and around the globe. Headquartered in Amsterdam, the company employs 27,000 people in 23 countries and reported annual revenues of EUR7.3 billion (USD9.5 billion) in 2013.

Paying attention to employee satisfaction

Employee productivity is inextricably linked to satisfaction in the workplace, so it always pays off to find ways to enhance the employee experience. When ABN AMRO pinpointed its printer infrastructure as a frequent cause of support calls due to delays and misprints, it was motivated to make a change.

Harry Heijes, Head EUS, elaborates: “We had built up a fragmented set of about 9,000 printers and fax devices to serve 27,000 employees – a ratio of one printer for every three FTEs [full-time employees]! Nonetheless, printers could be difficult to access or use, so staff could still end up waiting or failing to print the documents they needed. Many of the support calls to our IT helpdesk were about printer issues, and we realized that this was an area where we could make a real difference to our employees’ everyday working lives.”

The existing printing infrastructure was also complex to maintain, with its disparate mix of black-and-white, color, laser and non-laser printers. Updating the printer estate presented ABN AMRO with an opportunity to enhance efficiency.

Less time worrying about what is happening behind the scenes allows staff to focus on what is most important. “Because IBM remotely monitors our printer fleet, excellent performance is guaranteed. We do not even need to think about it any longer, and can concentrate on our core business instead,” says Harry Heijes, Head EUS, ABN AMRO.



Solution components

Services

- IBM® Global Technology Services® – Strategic Outsourcing

Hardware

- Ricoh MPC 2551
- Ricoh MPC 3003
- Ricoh MPC 4503

IBM Business Partner

- Ricoh
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Investing in transformation

ABN AMRO sought to augment its print, scan and fax capabilities while reducing associated costs, and IBM and its alliance partner Ricoh were able to rise to the challenge. Following a successful proof of concept exercise, ABN AMRO opted for the managed print services solution proposed by IBM and Ricoh, based on a standardized fleet of multifunctional Ricoh devices. Ongoing management of the solution would be fully outsourced to a dedicated IBM team.

The project kicked off with a formal pilot program at 16 ABN AMRO locations in the Netherlands, with the roll-out to remaining offices across the country initiated soon after. Working with IBM Global Technology Services, ABN AMRO is systematically replacing existing machines with approximately 1,200 Ricoh color multifunctional printers that can be used for print, scan, copy and fax services. The IBM team's remit includes providing all equipment, software, implementation services, training, support, monitoring and maintenance of the solution.

“IBM handles everything: from installation through to everyday maintenance, we know that they have it all in hand,” says Heijes. “The team supports our helpdesk to ensure that any printer-related queries are quickly resolved, and provides regular reports on printer usage.”

Banking on greater flexibility

Featuring “follow-you” functionality, the Ricoh solution enables users at ABN AMRO to print, scan and fax on any device at any of the company's locations, with the flexibility to change job instructions while at the machine. Documents are only released upon authentication by the originator at the point of collection, ensuring that security is maintained. Any documents that are not collected are automatically deleted after a set period, reducing wastage.

“It is now very easy for our employees – all the printers share a common user interface and uniform printer driver,” comments Heijes. “Staff can print, scan and fax wherever they like, helping to develop a more dynamic, flexible working environment where employees are not tied to their desks. By raising employee satisfaction, we expect that the IBM and Ricoh solution will translate into increased productivity.”

“The IBM and Ricoh solution helps us raise operational efficiency and delivers 20 percent cost savings.”

— Harry Heijes, Head EUS, ABN AMRO

Accounting for everything

With support from the IBM and Ricoh team, ABN AMRO is improving document workflow throughout the organization. All documents that are scanned are automatically saved to the company’s centralized file system as a digitized record that can be accessed instantly by multiple users. The solution offers a detailed audit trail for all printed, scanned and faxed documents, helping to meet compliance requirements.

“Optimizing the document infrastructure is improving the flow of information across the organization,” explains Heijes. “By giving our employees faster access to the documents they need to support their work, we are helping them make decisions more quickly and so respond to our customers faster than ever.”

Greater efficiency yields dividends

By selecting the managed print services solution from IBM and Ricoh, ABN AMRO is dramatically reducing the costs associated with printing, as well as cutting down on the overall volume of pages printed each month.

“The IBM and Ricoh solution helps us raise operational efficiency and delivers 20 percent cost savings,” concludes Heijes. “The automatic deletion of documents in the print queue that are not collected and a reduction in misprints have added up to a 7 percent reduction in print. This is equivalent to around a million pages each month – a huge saving. IBM continues to support us in finding ways to be even more cost-effective while giving our employees the tools to do more.”

For more information

To learn more about the IBM Global Technology Services, contact your IBM representative or IBM Business Partner, or visit the following website: ibm.com/services

To learn more about solutions from Ricoh, please visit: www.ricoh.com



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