

HP provides a new output infrastructure model for Allianz Life Insurance Korea to sharply reduce operational costs, optimise its output environment and improve productivity



“Based on results of actual operation for three months, we expect HP’s Total Print Management solution to reduce operational costs by over 30% 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 solution has also simplified our working processes and cut our mailing and faxing costs by conveniently scanning claim documents through an imaging system built into a VPN network.”

Kim Sung-don, Executive Director and CIO  
Allianz Life Insurance Korea

### IT Challenges/Needs

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

### Solutions

- HP Managed Print Services (MPS)
- Balanced deployment of right-sized devices comprising of HP multifunction printers (MFP), single-function colour and monochrome printers
- Management of the output environment with HP Web Jetadmin, including remote monitoring for hardware and supplies management
- Web portal

### Business Benefits

- Based on results of a three-month implementation, operation costs are expected to be reduced by more than 30% a year
- Number of printing systems was reduced by 54%
- Enabled IT team to easily evaluate, design and manage the printing environment
- Device consolidation to derive an optimised output fleet
- Integrated management allowed bill charges and real-time analysis of printing volume by business operations and divisions through web portal



- Work productivity improvement with 2-3 times faster printing speeds than before
- Document workflow improvement with scan-to-email function on HP multifunction devices enabled convenient scanning of claim documents
- Usage tracking by user and department allowed print behaviour to be monitored and adjusted



Allianz Life Insurance Korea is a subsidiary of the Allianz Group, one of the largest financial services companies in the world. With more than 177,000 employees in some 70 countries across the world, Allianz Group has secured more than 60 million customers around the world. In Korea, Allianz Life Insurance runs 5 regional headquarters, 59 branches and 294 business centers across the nation, serving 1.3 million customers. As of March 2006, the total value of the company's assets reached 8 trillion won. The company ranks fourth place in the industry.

#### **How to improve the print environment?**

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 printouts and operation costs typically associated with an insurance company. So the IT office began to seek new ways that could help improve work efficiency and cut operational costs on a long-term basis.

#### **Introduction of HP Managed Print Services 'attracts attention'**

Allianz signed a four-year HP Managed Print Services contract so that it can focus on its businesses and let HP experts manage the printing systems when needed.

At the end of April 2006, Allianz Life Insurance Korea unveiled the operations of its new printing systems after a successful revamp of the legacy printing environment. The newly optimised output environment, based on digital multifunction devices, was delivered in a total of 18 months, with careful planning and vendor selection accounting for 16 months. The installation itself proved to be the shortest time period in the process, which took only two months to deploy the new printing systems.

With the introduction of HP's Total Print Management solution, it has brought control over the company's output infrastructure, resulting in improved accountability and productivity, as well as significantly reduced costs. Allianz Life Insurance Korea is enjoying an improved company-wide output environment with outstanding efficiency in work processes.

HP's superior networking and management software, the HP Web Jetadmin, helped Allianz Life Insurance Korea to effectively control its output environment. HP Web Jetadmin is a web-based peripherals management software that helps to optimise supplies and device utilisation, manage printing, and maximise IT's efficiency by enabling remote configuration; monitoring, reporting and troubleshooting of the output infrastructure.



### **First adoption of HP Managed Print Services for large-scale printing systems**

In Korea, the IT industry has increasingly begun to become aware of the benefits of managing the output environment, and recently some companies have moved to place small-scale hardware printing systems on a usage-base model. The Total Print Management solution implementation by Allianz Life Insurance Korea is an exemplary model for other companies in the country. With an installed base of at least 1,499 printers in its early phase, and a variety of solutions like MPS, remote management, job accounting and billing solutions, the company 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 Sung-Don Kim, CIO of Allianz Life Insurance Korea.

### **Adoption of integrated printing management solution based on digital multifunction devices**

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

A total of 1,499 units of HP hardware products, including HP multifunction printers (MFP), single-function colour and monochrome 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 Insurance Korea adopted HP’s Total Print Management (TPM) 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 printing supplies by designating a list of user authentication for certain devices, monitoring details of colour usage, and providing supplies in time by monitoring stock and ordering supplies in advance.

As for its selection of HP solutions, CIO Sung-Don Kim of Allianz Life Insurance Korea explained, “HP TPM solution proposed by HP Korea was found to be most ideal for optimising an output environment that Allianz Life Insurance Korea was seeking, and MPS, 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 best performance. HP’s nationwide service network also received high marks during evaluation. And the print solutions offered by HP really helped to seal the deal.”

**Allianz Life Insurance Korea cut the number of systems by 54%, and it expects to reduce operation costs by more than 30% a year**

With the adoption of new hardware, including digital multifunction devices, the insurance company sliced the number of printing systems by 54%. 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 Korea has established a managed environment where it can reduce printing expenses by accounting for colour printing jobs and managing colour printing where it is really needed.

An improvement was also made with the organisation'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 Sung-Don Kim.

Three months into its operation, the company now expects to cut operation costs by over 30% a year – a much higher figure than the initially estimated 22%. 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.

## At a Glance

**Company:** Allianz Life Insurance Korea

**Headquarters:** Seoul, Korea

**Founded:** 1954

**Employees:** 1,700

**Telephone:** 822-3787-7000

**URL:** [www.allianzlife.co.kr](http://www.allianzlife.co.kr)

**Primary Business:** Insurance and financial services