

# Kwangju Bank enjoys worry-free, outsourced management of its print/copy environment with HP Managed Print Services



“In the past, purchase of printers and copiers, management of supplies, maintenance, repair and troubleshooting of devices were done separately in a disorganised fashion. Staff had managed their own printers and copiers. Now, with HP Managed Print Services, our printing & imaging environment has improved significantly with the centralised management of all print-related services. Business efficiency is enhanced and it’s been stress-free since.”

Kim Sung-jin, IT Manager, Kwangju Bank

## Challenges:

- Difficulty in managing non-standardised printing devices and supplies (toners/inks/drums)
- High cost in maintaining supplies stocks at the headquarters and branch offices
- Printer downtime from lack of specific supplies
- Need for centralised management and tracking of print/copy assets
- Need for reduction in total print-related costs and cost transparency

## Solutions:

- Service: HP Managed Print Services
- Hardware: HP Color LaserJet CM4730 MFP series, HP LaserJet 3390 All-in-One, HP LaserJet 2430n Printer and HP LaserJet 5200n Printer
- Software: HP Web Jetadmin, HP Color Access Control, and Web-based print management solution by G Mission.

## Benefits:

- Centralised management of a standardised print/copy fleet and consumables
- Reduced cost with an effective printing environment
- Improved visibility into total print expenditure
- Enhanced productivity through smooth, continuous printing
- Minimised cost of colour printing by limiting users' access to colour
- Enhanced business performance and corporate image with enabled colour printing in the office
- Improved document security



## Overview and business challenges

Like most businesses, the headquarters and individual branches of Kwangju Bank were purchasing their own printing and imaging devices such as copiers, multifunction printers (MFPs), fax machines and scanners whenever they were needed. These devices were managed by many, different employees who liaised with multiple vendors for technical support, supplies and other services.

As a result, there was poor control of the print/copy infrastructure and although Kwangju Bank had invested substantial amount of money on supplies management to ensure continuous printing, device downtime could not be avoided as supplies were still not delivered timely all the time. Employees were also often distracted from their core responsibilities to troubleshoot these devices.



Under these circumstances, Kwangju Bank acknowledged that a sound print management strategy was necessary to better control its printing/copying fleet and supplies. It considered the management of colour printing cost in preparation for a colour-enabled printing environment, as well as putting in place a secure print/copy infrastructure. Kwangju Bank wanted to improve business processes by enhancing efficiency of printing environment.

Other key objectives include:

- To modernise print/copy fleet and deploy best-fit devices
- To deploy new printers and integrate printers, copiers and faxes
- To improve productivity with streamlined, digitised work processes
- To gain visibility into print usage, reduce cost with centralised management, and enhance cost transparency
- To boost user satisfaction with better print/copy devices

After much consideration, Kwangju Bank implemented HP Managed Print Services (MPS) for a customised, outsourced management of its print/copy environment to enhance overall business efficiency, reduce total cost of ownership (TCO), and to create a sound print/copy infrastructure to support future, evolving business requirements.

#### **How HP helped**

In September 2006, Kwangju Bank rolled out HP MPS and the scope of the contract included delivery, installation, maintenance, repair of devices, and supplies management.

137 HP Color LaserJet MFPs were installed to meet the requirements of fast printing speeds, digital sending features (Scan to E-mail), and future colour printing needs. In addition, 107 HP LaserJet MFPs and 137 HP LaserJet printers were deployed across the bank's headquarters and 143 branch offices.



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HP Web Jetadmin, a web-based device management software, was introduced to enable remote configuration, monitoring, reporting and troubleshooting of Kwangju Bank's output fleet. In addition to print hardware and software-related solutions, HP also provides automated ordering of supplies, prompt technical support within four hours after problems occur, and consistent quality service for the entire contract duration. These services are provided based on a basic monthly fee, with an additional cost based on usage.

Kim Sung-jin, IT Manager, Kwangju Bank said, "HP MPS has deployed both HP hardware and software products. This roll-out helps to give a clear overview on printing costs and activities, service quality, and also enables the business to streamline workflow through the scan-to-email feature. It is also a one-stop service for supplies management, maintenance, troubleshooting, and repair." He also explained that HP's commitment to provide quality, customised services that Kwangju Bank needed was a key reason behind its engagement with HP.

#### **Value delivered**

Through HP Managed Print Services, Kwangju Bank replaced 368 old devices with 380 newer, faster HP print/copy devices, digitised document distribution process, and eased concerns about printing and network security infrastructure through HP printing security solutions.

HP together with G Mission, a HP solutions partner, implemented a web-based print management tool which is designed to capture more than 90% of Kwangju Bank's total print activity. It provides administrators with a basic overview on costs, print volumes, service quality, technical issues and troubleshooting activities, enabling Kwangju Bank to manage the printing infrastructure of each branch office more effectively.

"It is clear that a reduction in TCO is one of key benefits as a result of implementing HP MPS. In the past, we did not have full information on our total printing expenditure. With that in mind, much has already been realised from the roll-out of HP MPS.

We also didn't know the total number of printing devices we had. Now, HP Managed Print Services has provided us with this visibility and presented us with the opportunity to reduce costs," added Kim.



## About Kwangju Bank

**Headquarters:**  
Kwangju City

**Founded:**  
1968

**Employees:**  
1,400

**Telephone:**  
82-62-239-5000

**URL:**  
[www.kjbank.com](http://www.kjbank.com)

HP MPS has allowed Kwangju Bank to monitor print activities and volumes in branch offices, improving a once-inefficient printing environment. In addition, HP's suite of colour access control features has reduced unnecessary colour printing, controlling colour printing costs. Exceptional print quality is also assured with affordable, original HP print supplies.

Other benefits include streamlined purchasing process, enhanced employee productivity, smooth and continuous printing, and improved space utilisation with best-fit, standardised devices.

This improved printing environment is expected to

support the Business Process Re-engineering and Process Innovation initiatives that Kwangju Bank is considering as part of its future plans, now that scanning capability is available. This capability provides the bank with a proper environment to pursue these initiatives without any additional investment.

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YOU HAVE  
TO SAY?

