

With a new IT platform for managing document workflow from Xerox, the General Inspectorate of the Romanian Border Police managed to significantly decrease operational costs, increase productivity, improve information security and to become more compliant with environmental protection standards.



Starting point

The General Inspectorate of the Romanian Border Police, like many large organizations, managed a large fleet of equipment from multiple providers with different service requirements. As a result, the delivery of supplies and the control of their usage was a challenge.

The Inspectorate wanted to streamline its document workflow, in order to reduce costs, increase security and simplify both equipment maintenance and support processes. In order to contract an expert that would take this task on and enable the organization to achieve its objectives, the institution applied for and received European funding and invited companies to bid. In 2013, Xerox technology solution won the tender.

Solution

A document printing, copying and scanning management solution was implemented at the General Inspectorate of the Romanian Border Police. It is the first project of its kind developed by Xerox for a government institution in Romania.

As part of the solution, 160 devices (42 different models) were installed at the client's premises, including 60 Xerox® multifunction printers (MFPs): three monochrome models - Xerox®

WorkCentre® 133, Xerox® WorkCentre® 7535 and Xerox® WorkCentre® 5740 - and one color model Xerox® WorkCentre® 7345 MFP.

To make the client's workflow highly secure, all Xerox devices were equipped with a user authentication tool - users could access devices with a card or via a PIN-only option.

The Xerox solution management system allows IT administrators to configure, manage, monitor and report data from multi-brand devices connected to the network. A customized summary of the status of each printer and MFP in the network is provided. The system can provide alerts to the IT department about certain issues that arise. It can be configured to send email notifications regarding the level of supplies or about errors on equipment (fuser roller failure, insufficient memory space, etc.) with an assessment of the level of competence needed to solve these potential issues.

The system generates reports about the equipment, histories of alerts and status reports on new equipment, as well as the existing devices.

“By implementing Xerox’s innovative solutions for printing, copying and scanning documents, we can help institutions to manage their

resources better,” says Marius Stupu, Strategic Accounts Manager, Xerox Romania. “Xerox’s solutions can assist organizations of any size by using the latest technical developments which meet exact customer needs, providing a rapid return on investment.”

Results

Through the collaboration with Xerox, the General Inspectorate of the Romanian Border Police now has an efficient IT platform for the management of printing, copying and scanning devices. This solution has brought the following benefits to the client:

- Increased productivity and efficiency of its document management processes
- Strict control over documents
- Improvements in information security
- Implementation of an efficient infrastructure for automated workflows and electronic documents – by using collaboration tools, the time required for the distribution of information among employees has been reduced
- Ability to forecast printing/copying costs

“The use of Xerox® technologies has led to a visible increase in the efficiency of our document activities, to better control over data, offering us transparency and security of information at any given moment, and these are the key aspects for the development of a truly efficient institution”

– said Daniel Minca, Head of Information Technology Department
General Inspectorate of Romanian Border Police



- Reduction of unnecessary costs due to the introduction of a print control system
- Reduction in paper consumption of up to 35% in the first 6 months of implementation compared to the same period in the previous year.

As a result, the Inspectorate managed to decrease operational costs by 30% in the first 6 months of the contract compared to the same period in the previous year.

The organization has also improved the employee/equipment ratio, an important measure of cost efficiency. Now one device can be used by more employees, enabling listing/scanning/copying anywhere within the network by any authorized employee. It has also streamlined the management of resources - energy, paper, toner, spare parts - by controlling and forecasting resource consumption, while benefiting from the highest standards of technical support offered by Xerox specialists.

“During the implementation, the provider’s team worked closely with IT specialists from the General Inspectorate of the Romanian Border Police, often facing new technological challenges, so that the solution which was installed and configured could be adapted to the specifics: the technical requirements and security constraints of the institution,” says Daniel Minca, Head of Information Technology Department at the General Inspectorate of the Romanian Border Police.

With the Xerox solution in place, the Inspectorate managed to meet its objectives, and was also able to become more compliant with environmental protection standards requirements, by lowering pollution through using recyclable printing materials.

About the Romanian Border Police

Being part of the Ministry of Administration and Internal Affairs of Romania, the Romanian Border Police carries out operations related to the surveillance and control of state border crossings, the prevention of and fight against illegal immigration and acts against cross-border-specific criminality within its area of jurisdiction, in compliance with the judicial regime of the state border, passports and non-Romanians.

About Xerox

Since the invention of Xerography 75 years ago, the people of Xerox have helped businesses simplify the way work gets done. Today, we are the global leader in business process and document management, helping organizations of any size be more efficient so they can focus on their real business. Headquartered in Norwalk, Connecticut, we have more than 140,000 Xerox employees and do business in more than 180 countries, providing business services, printing equipment and software for commercial and government organizations. Learn more at www.xerox.ro