

“We had no complaints from our employees about printing fleet at all – the service runs smoothly and is an unnoticeable commodity regarding its management as well. That is exactly what meets our expectations in the best way.”

– Gintautas Pušinskas, Head of IT Infrastructure & Platforms Unit
DNB



Starting point

Located in six different offices in Vilnius, DNB employees in each of them were managing their printing independently and were ordering replenishment of printing consumables by themselves. When the decision was taken to unite operations from six locations into one in the Quadrum Business Centre, it became clear that this needed to be changed – the whole workflow system needed optimization and centralized management was required, as it became a financial and resource burden for the company. DNB wanted to outsource the printing management solution to move towards digitalized workflow, to have transparency and control of the costs associated with printing, decrease workload of the IT personnel, to increase productivity by introduction of new faster printing devices and all of that without compromising security.

The company was seeking a provider who could take on the challenge and do it in the most “green” and effective way, to help DNB meet its social responsibility goals. After evaluating several options, the bank has signed a contract for the Xerox® Managed Print Services provided by BMK, a Xerox® authorized partner in Lithuania. The proposed solution fully met the client needs and allowed for the lowest level of risk at implementation.

Solution

The first step was to conduct an assessment to evaluate the current state and give DNB an accurate report on its workflow, IT infrastructure, processes and number of documents produced. Based on the findings, BMK consultants recommended the client to define a corporate print policy, optimize the equipment fleet, eliminate the inefficient equipment with high operating costs and introduce new productive and sustainable devices.

64 new Xerox® printing devices were introduced – monochrome laser printers, Xerox® WorkCentre® 3615, multifunctional printers (MFPs) Xerox® WorkCentre® 5955 and Xerox® WorkCentre® 5325, as well as color Xerox® WorkCentre® 7855 MFP. In the head office, two printing devices were installed on each floor.

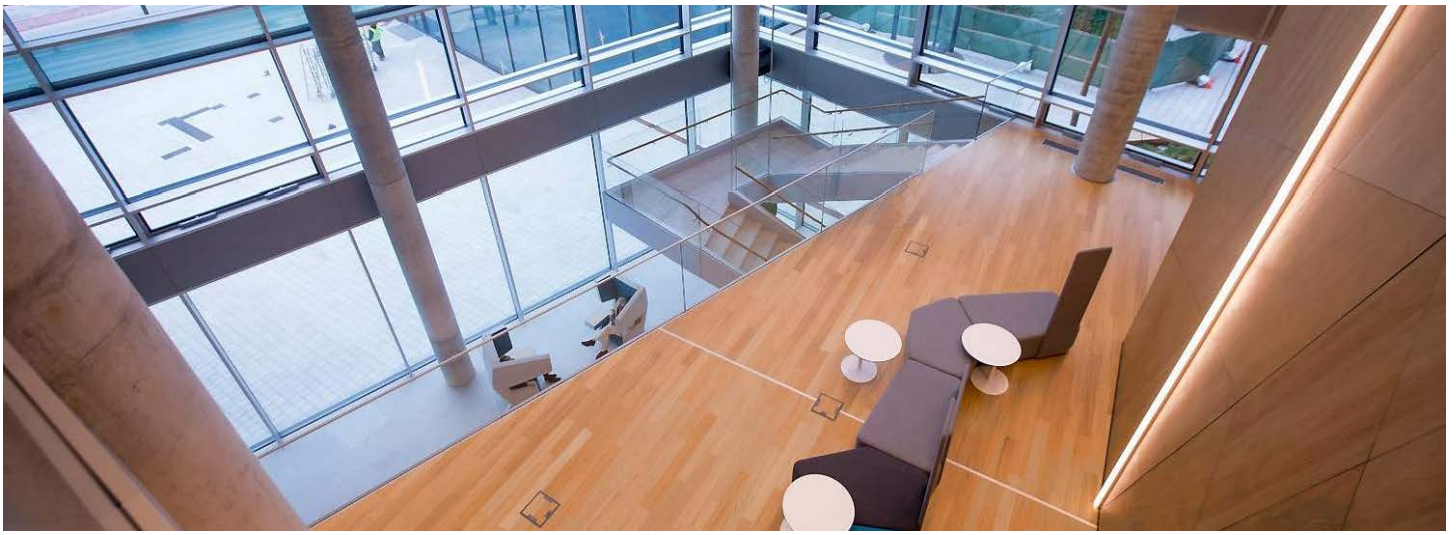
These user-friendly, robust devices are equipped with a large color touch screen and have only necessary functions left on them with a focus on security – all data processed by the devices is encrypted and they have additional security functions installed.

Each of the Xerox® devices offer secure pull or ‘follow me’ printing to allow staff to print from any device using their ID card.

To comply with the highest standards on information security, SafeQ safety software and McAfee antivirus software were installed.

All client devices, including competitor ones, were connected to the Xerox® Global Contact Centre (GCC) to be monitored by specialists. This proactive monitoring and management system introduces the process to operationally react to incidents centrally, therefore ensuring a continuous supply of consumables and fast remote troubleshooting which help minimize downtime and improving users’ satisfaction.

Also, a real-time automated incident and Service Level Agreement (SLA) reporting system was implemented, which allows monitoring of the quality of the service provided. The convenient printing accounting system was implemented in order to gain transparency of printing expenditure and control of the printing fleet.



Results

Since the introduction of the Xerox® MPS solution, local standard of printing environment was created at DNB. The implementation of the solution with remote control of the infrastructure by Xerox partner BMK took pressure off DNB's IT department, allowing it to focus on critical tasks rather than troubleshooting and maintaining ineffective and unsecure printing devices.

Xerox® productive printing equipment and maintenance service meet the highest requirements of DNB's financial information security. Also, the following improvements have already been achieved:

- Reduced printing volumes by 50%
- Allocation of expenditure by business units, departments, employees
- Global monitoring service provided by the GCC
- Additional monitoring and visibility over the print fleet provided by Xerox® Device Agent and FMP – the fleet is now proactively monitored for supplies requests and device faults. Supplies are ordered automatically and delivered just-in-time. Machine faults are often detected and resolved remotely before the client is aware that the device had a problem.

The Xerox® MPS solution implemented also allows the company to stay environmental friendly – use less paper, consume less electricity and have less printing waste.

DNB will continue to include more of its branches into the Xerox® MPS program to further optimize its printing infrastructure.

About DNB

DNB is Norway's largest financial services group and one of the largest in the Nordic region in terms of market capitalisation. Helping clients in 19 countries around the world, the Group offers a full range of financial services, including loans, savings, advisory services, insurance and pension products for retail and corporate customers. DNB Lithuania is amongst the TOP 3 commercial banks, offering investment and personal banking, asset management, and leasing services to 860 000 individual and business clients across the country.

About BMK

Based in Vilnius, BMK implements solutions that help its private and corporate clients around the country to obtain the precise information, on time, in an acceptable form, safely and cost-effectively. BMK provides

business solutions in these fields: printing technology, audio/video technology and technology used in education. BMK has been a Xerox partner in Lithuania for the past 22 years. Being a premier partner and service provider, in 2015 BMK also joined Xerox® Partner Print Services program and is now accredited to provide Xerox® MPS to clients in Lithuania.

About Xerox

Xerox is helping change the way the world works. By applying our expertise in imaging, business process, analytics, automation and user-centric insights, we engineer the flow of work to provide greater productivity, efficiency and personalization. Our employees create meaningful innovations and provide business process services, printing equipment, software and solutions that make a real difference for our clients and their customers in 180 countries. On January 29, 2016, Xerox announced its plans to separate into two independent, publicly traded companies – Xerox Corporation, which will be comprised of the company's Document Technology and Document Outsourcing businesses, and Conduent Incorporated, a business process services company. The company is on track to complete the separation by the end of 2016. Learn more at www.xerox.com.