

Case: ABN AMRO

# Modernising the workplace using Managed Document Services: higher productivity, lower costs



## Solving printing problems and optimising document management

Printing at ABN AMRO was frequently problematic, leading to a high volume of calls to the IT helpdesk. The bank saw an opportunity to solve this problem and, at the same time, make document management fast, secure and efficient.

In this way, ABN AMRO has killed two birds with one stone. It has substantially increased employee and customer satisfaction, resulting in higher productivity at lower costs. To enable this optimisation to happen, Ricoh collaborated with IBM, which is responsible for ABN Amro's outsourced IT infrastructure including desk-side services and service-desk.

## Standardised and multifunctional printer fleet

ABN AMRO opted for Ricoh's Managed Document Services solution: a mix of professional and managed services, hardware and software, which is entirely tailored to the needs of the bank. IBM/Ricoh analysed ABN Amro's requirements to design a more appropriate print infrastructure. This solution included support during the implementation of the new printer fleet, such as change management and end user training to familiarise them with the many possibilities of the new equipment. Additionally, this solution includes regular service provision in the management and maintenance of the equipment.

## Challenge

- High management costs due to outdated print infrastructure
- Increase employee satisfaction through modern and multifunctional equipment
- Increase productivity through fast and secure processes at lower costs
- Trouble-free printing at consistently high quality

## Solution

- Bespoke service: during implementation phase as well as structurally (management and maintenance)
- Consolidated from over 9,000 printers to 1,550 multifunction printers for fast and secure printing, scanning, copying and faxing
- "Secure print" functionality: printing securely anytime, anywhere
- Documents are digitised automatically and saved in the correct customer dossier

## Much lower costs, while satisfaction and productivity increase

The new printing environment is made up of a printer fleet of 1,550 modern Ricoh multi-function printers, entirely managed and maintained by IBM/Ricoh. The devices include identical user interfaces and a uniform printer operating system, which provide employees with fast, flexible and secure printing, scanning, copying and faxing. Additionally, these devices automatically recognise, digitise and route documents, ensuring that they are saved to the right customer records and that they can only be viewed by authorized bank employees.

Employees can use the 'secure print' function to print, scan and fax on the device of their choice. They identify themselves with their ID card and if they wish, can make changes to the print job on the device.

The digitisation of documentation, which is encouraged by the new equipment, results in fully transparent document management and faster service provision.

The Managed Document Services solution delivered by IBM and Ricoh has returned ABN Amro's print infrastructure to optimal performance. This solution also ensures that the bank saves more than 20% on costs while experiencing a significant reduction in print volumes.

The equipment improves the (digital) information flow throughout the organisation. When digitising incoming physical documents, employees can indicate the type of document on the display of the device and link it to the correct customer record. The software then generates a searchable PDF file.

This digital documentation process provides full transparency on who has viewed which documents when, and whether or not any changes have been made. The resultant detailed audit trails ensure that ABN Amro is compliant with all relevant data protection and privacy regulations.

Moreover, it is faster and more secure. Physical dossiers no longer need to be transported and can no longer go missing, accelerating processes at the bank. The benefit for customers is that loan approvals can be granted sooner, resulting in more agreements and therefore higher revenue for the bank.

**"Ricoh, in collaboration with IBM, continues to encourage us to increase our cost efficiency, while employees get modern resources which help them serve customers faster and more securely."**



### Results

- 20% reduction in printing and management costs
- Less waste: 7% reduction in print volume
- Satisfied employees and customers
- Reduces the workload of the IT Department, allowing it to focus on its core business
- Fast and secure processes due to digital documentation and full transparency

