

Large Spanish bank standardizes its output environment

An agile IT environment offers simplicity and centralized control, including mobile print.



This organization has a longstanding reputation in the financial services industry. Changes in the finance sector have resulted in new ways of conducting business. It demands of banks that they are both agile and customer centric in every aspect of their organization.

Embracing this challenge, this bank took a critical look at their IT infrastructure as part of their corporate IT standardization project and turned complex bottlenecks into excellent opportunities for improvement. The goal of the project was to provide an agile, fast and easy to use service for the customer of the bank (potential or existing) who visits a branch and for the banks' employees at the central offices.

The solution is based on the standardization of print and scan management to improve the efficiency of the Bank's employee in current and future environments as the bank implements the different digital transformation projects in its processes for a new intelligent workplace.

One of the focus areas was their highly complex print management system and when the time came to migrate to Windows® 10, they saw that as the perfect moment to move away from that system and to invest in an agile solution that would serve their needs both now and in the future.

The incumbent solution required extensive manual interaction for adding devices and managing print queues and print drivers. When it came to adding devices, it had the following process: first central admin assigned an IP and printer number, then an IT administrator manually registered the device in the system. Followed by local IT running a scan and using the printer number to add it to the database.

Print driver Management wasn't much easier. Each time the operating system was updated, the print management solution would need to be updated as well. During the update the system would be unavailable. The drivers were installed on each workstation and after the update, they would need to be reinstalled on each workstation individually, without automatic selection of the 32/64 driver. Meaning that each case needed manual selection.

They also did not have centralized control over printing. The best way to find print errors was to check the device and work their way back from there. The result was a loss of productivity on the end user side and many man hours spent on resolving printer issues.

There were more issues and complications related to the print infrastructure, all leading to high costs and loss of productivity. Finally, there was no control over who printed what, and no reporting to show an audit trail.

AT A GLANCE

The Company

The customer is a Spanish bank with 115 years of history. They have over 4,500 branches and serve more than 15 million customers. 63% of which are digital clients.

The Industry

Finance/Banking.

The Requirements

Standardize and centralize the customer's print environment by replacing the incumbent solution with a single LRS layer which allows the customer to centrally manage all output generated from any source and any platform while being delivered to any destination.

The Key Deliverables

- Automated print driver management.
- Centralized monitoring for IT.
- End user portal for adding printers and tracking print jobs.
- Reporting and auditing tools.

The Benefit

Enhanced control over printing activity, including mobile print. Increase security and avoid data from being exposed. Improved end user productivity and flexibility with self-service tools for printing.

CASE STUDY

LRS came in not just to resolve the existing issues and support the migration to Windows 10 on the printing side, but also to get the institution into a situation where they would be ready for any future transformations they would encounter. The future-proof LRS® workplace service offers traceability,

monitoring, management, control and security for any type of output that is produced. LRS handles security requirements, desktop virtualization scenarios (VDI), mobile devices and users' mobility while providing tools for self-service which improve the end user experience.

AGILE IT - READY FOR CHANGE

Change in applications that generate the data (ERP, newer versions existing applications, change of platform to different environment, mainframe downsizing, move to the cloud)

Changes in the way information is accessed (virtual desktops, mobile phones, tablets, laptops, physical desks)

Changes in the formats data is generated (SAPGOF, PCL, PDF, scanned images, AFP)

Changes in how we work (hot desking, home office, mobile workforce)

Changes in the destinations where information is delivered (collaboration tools, printers, portals, online sharing platforms, digital archives)

KEY FEATURES FOR FINANCE/BANKING

Mobile print offers employees the option to conduct banking business at any location. They can accommodate the client's requirements with great flexibility. This results in how well the bank and its financial services are perceived and rated by customers.

Centralized monitoring with a single interface containing all company wide print activity, allows for easy troubleshooting for each server/printer/platform/O/S. Print related banking transactions no longer need to be paused for long periods of time while IT troubleshoots the problem.

Reporting and auditing: increase security by monitoring all enterprise wide printing.

Complete traceability: details on who accessed what data on which device.

AT A GLANCE

Why Change?

The customer's print management solution was inapt to deal with both short term and long term changes.

Why Now?

The migration to Windows 10 that brought to light the many complexities and shortcomings of the existing system and which opened the door to a smarter alternative.

Why LRS?

LRS could offer a single layer to manage all output and provide full visibility, traceability as well as flexibility to adapt to future changes within the customer print infrastructure.

Why do financial services providers choose LRS?

The customer demands within the finance and banking industry are quickly changing and it is vital to accommodate these demands.

In addition, laws for data security require these institutions to closely monitor and audit any access to (confidential) customer data.

Learn how LRS solutions can add value to financial service providers.

Visit LRSOutputManagement.com/financial-services to learn more.



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