Case Study

CDC 1965, CDC 1930, CD 1435
CDC 5520, CDC 5626

Directly connected: UTAX implements optimised domain integration for the joint municipality of Lüchow (Wendland)

"UTAX links in perfectly to our existing rights management system, and also allows the cost centres to be easily represented in the system. In addition, we are able to authenticate ourselves at the MFPs using our keyring chips, which we already use for clocking in and out. The authentication also allows confidential printing and personal scanning. This is important for data protection reasons."

Frank Koletzke, IT Administrator of the joint municipality of Lüchow (Wendland)

The challenge:
Confidential printing with individual project accounting

When the joint municipality of Lüchow (Wendland) formulated the invitation to tender for the redesign of the output management system for its town hall and four additional locations, there were two particularly important requirements: all employees should be able to authenticate themselves on the systems. Either using the keyring chips that they already used for clocking in and out, or using a PIN. This would then enable confidential printing on the one hand, and on the other would allow each user to assign printing jobs to various cost centres, permitting individual project accounting.

Joint municipalities support their member municipalities in fulfilling their tasks, and manage their cash transactions. The aegis of the joint municipality of Lüchow (Wendland) incorporates the member towns of Lüchow and Wustrow, Flecken Bergen an der Dumme, and Clenze, as well as the municipalities of Küsten, Lemgow, Lübbow, Luckau Schnega, Trebel, Waddeweitz and Woltersdorf. Over an area of approx. 559 km², there is a population of around 26,000 in the triangle between Hamburg, Hanover, Berlin.

The infrastructure of the administration system is partially decentralised, which also affects the organisation of the output management system. The plan was to implement the new solution at multiple locations with their own specific printing, copying, faxing and scanning tasks: the town hall in Lüchow, the neighbouring public offices with citizens' service, the archive in municipal use, together with the fire station, the public library, the Clenze citizens' office, and the youth and multigenerational centre in Lüchow. The total of nine new MFPs procured were to correspond to the special requirements of their users, e.g. for the town hall and the public offices, an OCR scanning

At a glance

- User authentication at MFPs using existing chips or PIN

- Confidential printing, corresponding to data protection requirements

- Individual project accounting by the output management system over various cost centres

- Management tool for central control of the software and the device landscape

- OCR scanning function with text-recognition software

- High-performance high-end A3 MFP for high volumes, fast and with optimal output quality

function was required, while they needed to have a central management tool that functions despite the distances between units. The total monthly volume for the system was projected at 40,000 pages b&w, and 8,000 pages in colour.

The concept: scoring points with the right software

When the invitation to tender was received from the joint municipality in spring 2012, arriving at the Lüneburg offices of G&P Kopiersysteme GmbH, it was quickly apparent that the software aQrate from UTAX would be the perfect solution. "aQrate provides exactly what the customer is looking for," emphasises Stefan Pickbrenner, joint owner with Hans-Werner Grimm of G&P: authentication options using a PIN or contact-free card readers, as the basic requirements for all employees being able to use functions such as Follow2print, Scan2me and project accounting. This allows the high requirements in terms of data security and printing cost optimisation to be fulfilled. "In relation to data protection, confidential printing is very important to us as a public authority. It is preset at all workplaces as a standard function," explains Frank Koletzke, IT administrator at the joint municipality of Lüchow (Wendland). Confidential printing means that the job has to be activated at the PC, and can then only be released after user authentication at any connected UTAX output system.

Advance trials of the systems

Together with the right hardware suggestions, the quotation from G&P Kopiersysteme was sufficiently convincing that Frank Koletzke and his colleague Harry Bense from the in-house printing shop of the joint municipality of Lüchow (Wendland) wanted to run a live test of the document management solution at the premises of UTAX GmbH in Norderstedt. The successful presentation and testing of the systems on 18 April 2012 sealed the deal. It was particularly neat that the original keyring chip brought along by the municipal employees, which they use for authentication purposes, worked perfectly on the systems. The specially formatted templates they had brought along were also no problem for the MFPs. The municipal representatives particularly liked the CDC 1965, a digital high-end A3 MFP for medium and high-volume jobs at high speed and optimum output quality. This was because the in-house printing shop in the basement of the town hall was looking for a fast, high-performance system. "This is where we mass-produce printed materials, such as tax assessment notifications and budget plans," explains Frank Koletzke. Two addi-

About the joint municipality of Lüchow (Wendland)

The joint municipality of Lüchow (Wendland) in the southern administrative district of Lüchow-Dannenberg is located in the middle of the triangle between Hamburg, Hanover and Berlin. It covers the member towns of Lüchow and Wustrow, Flecken Bergen an der Dumme, and Clenze, as well as the municipalities of Küsten, Lemgow, Lübbow, Luckau Schnega, Trebel, Waddeweitz and Woltersdorf. The area totals approx. 559 km², and the population is almost 26,000.

Joint municipalities support their member municipalities in fulfilling their tasks, and manage their cash transactions.

tional positive features were that the finisher of the CDC 1965 can fold documents to envelope size directly, and can do banner printing up to a size of 305 x 1,219 millimetres.

G&P Kopiersysteme ultimately installed not only the CDC 1965 for the in-house printing shop in the joint municipality of Lüchow (Wendland), but also five CDC 1930 colour multifunctional printers, which thanks to their broader functionality and higher quality are highly suitable for use as departmental solutions for printing, scanning, faxing and copying. Three of the systems are located in the town hall, one is in the adjacent public offices, and one more is in the citizens' office in Clenze.

Powerful colour system with network interface

The digital A3 colour MFP CDC 1930 achieves speeds of 30 pages per minute in colour and black & white. "We decided to go entirely with 4C solutions, because the price difference relative to b&w is so insignificant," says Koletzke. The system also scores points in terms of paper management. It works both with A3 large format and with paper densities of up to 220 g/m² in duplex from the universal paper tray. Six paper feeds allow the use of various paper types in a single job. Thanks to the large, clearly organised and tiltable touchscreen, it is very user-friendly to operate.

"A decisive advantage of this A3 colour MFP is also the HyPAS interface," emphasises Stefan Pickbrenner from G&P. HyPAS technology (Hybrid Platform for Advanced Solutions) is a proprietary interface that allows UTAX multifunctional printers to be individually configured, and allowing Java and web service-based software applications to be integrated. "This allows us," explains Pickbrenner, "to adapt the systems to the customers' specific requirements, without the need for a server."

Scan to work

One such requirement of the joint municipality was that an OCR scanning function should be implemented. Under the requirements in the invitation to tender, the objective is to make scanned documents available on a network drive or via email, allowing them then to be handled in Word or Excel, or as a searchable PDF. Using HyPAS, the Scan2OCR function can be fed into the five CDC 1930 colour multifunctional printers. The employees now have the option of applying

Model/software:

UTAX software aQrate

CDC -1965

CDC -1930

tagging, indexing and editing e.g. scanned delivery notes, contracts, invoices, photos and other documents. Documents can be found again quickly thanks to full text searches, and layouts can also be imported.

An open HyPAS network interface also gives the public library in Lüchow access to selected CDC 5626 A4 colour MFPs. As a 4-in-1 model, this system additionally has an integrated fax function. For the archive and fire station locations, the b&w CD 1435 A3 MFP was selected. The youth and multigenerational centre has a CDC 5520 A3 colour MFP, which in terms of installation and operation is characterised by the product concept "simplicity".

The result is as follows:
"UTAX links in perfectly to our existing active directory domain registry system, and is also well able to represent the cost centres in the system," explained the IT administrator of the joint municipality Lüchow (Wendland) with satisfaction, when the new output management landscape went online at the end of May 2012. The success of this is down to the aQrate software solution. It supports clear cost categorisation, which is much in demand nowadays from companies with central printing stations.

Central printing costs analysis with aQrate
The UTAX software displays and calculates the output per user, so that the overall costs can be allocated department by department. It is likewise possible to set up cost or page quotas per user, with optional notifications or blocking when the limit is reached. The user administration can be done via any internet browser. A web client provides access to one's own print task list, and allows print task editing directly from the PC workstation. The administrator also uses the web client to retain an overview of the costs and consumption, and receives various analyses for each system in real time. These can also be calculated automatically on a time-controlled basis, and exported in various formats, such as CSV, PDF or XML.

In addition, aQrate offers a particularly convenient installation of the authentication function, in which personal emails are sent to all users with automatically generated individual PIN codes. For the administrator, the UTAX software displays the necessary central management tool. Using this tool, it is also possible to add user lists and ad-

Models:

CDC -5626

CD -1435

CDC -5520

dress books a single time, and to distribute them to all systems, or also to receive maintenance and consumption statuses and user, copying and printing statistics in a clearly organised overview. "UTAX has given us an optimal domain integration," summarises Frank Koletzke.

About UTAX:

The UTAX GmbH with its base in Norderstedt near Hamburg has specialised in the sales of high-quality printer and copier systems. The extensive product portfolio comprises of hard and software, such as copier, printer and multifunctional printers (MFP) for the office workplace up to large surface systems for professional applications. Customised concepts as well as integrated consultation for efficient document management in businesses are provided with the UTAX Document Consulting concept. In Germany, the brand UTAX is distributed across a net of over 200 authorised distributors. The business operates internationally in over 40 countries of the EMEA region. Approximately 130 employees are working for UTAX, and the business is an affiliated company of TA Triumph-Adler GmbH.

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G&P Kopiersysteme GmbH
The experts for office information technology, with its offices in Lüneburg, offers its customers comprehensive solutions for modern copying and printing systems, including IT consulting. The daily business includes not only output management, but also server virtualisation and DMS projects. These services incorporate professional service relating to office machinery, office installations, computer and network technology, and telephone systems. The product range offers all facilities for copying, printing, faxing, scanning and plotting.

Stefan Pickbrenner (see our photo) is joint owner of G&P, together with Hans-Werner Grimm. The company was founded in 1994.