

Case Study

LP 3240
 CD 5140, CD 5240, CD 1435
 CDC 5526, CDC 5626



On the way to a paperless office: UTAX ensures an efficient output management in the Schenefeld office



"The standard output of documents via the duplex function saves us a huge amount of paper, and due to the connection to the DMS, we are definitely a step closer to the goal of a paperless office."

Andreas Faust, Chief Administrative Officer, Schenefeld Office

The challenge: Efficiency as well as diversity

Offices with active customer traffic have a particular demand on output management: Every day, a multitude of documents passes over the desks of the case workers and need to be printed copied, scanned and faxed. Almost every case worker requires certain devices in their room, with which cases can be processed quickly and documents administered efficiently. This is also the case in the Schenefeld office, one of the largest offices in Schleswig-Holstein: The geographical area of the authorities in the district of Steinburg is approximately 16,411 hectares and just short of 11,400 inhabitants. In the central Schenefeld office, built in 1984, you will find, amongst other things, the registration office, the building administration office, civil registry office, public order office, pension scheme and tax department, the equal opportunities officers, social services, housing benefit authority and the department for enforcement and insolvencies. Central administrative departments such as the central office, records department and the finance department for example, are also found in the offices. Moreover, the Schenefeld office provides two schools, is responsible for fire control and protection, pre-schools and community colleges. Since the office reform in 1970, 23 parishes in the area for which the Schenefeld office is responsible have been merged.

As in many growing businesses, at the Schenefeld office, printers, copiers and fax devices were purchased as required over the years. The digitalisation of records and documents also made the purchase of scanners worthwhile. Thus, a very heterogeneous landscape of around 40 systems of different types and from different manufacturers came into being over time. The result: The administrative expense grew enormously, because various printing materials such as toner and paper formats always had to be available. Users had to deal with

At a glance

- Consolidation of a growing, heterogeneous printer landscape with a high administrative expense.
- Many individual offices with a varying output management requirement
- Analysis shows a saving potential of 17%
- A reduction of devices from 40 to 26, reorganisation to UTAX systems
- Uniform drivers, menus and accessories simplify the administration, efficient, forward-looking maintenance
- Up to 30% lower paper requirement through duplex function
- Connection to applications such as document management and archiving



different menu navigations and guides, and technicians had a large amount of work with different drivers, software updates and the integration of systems into the network as well as connecting applications such as document management and archiving. The latter is the responsibility of the system house bk documents Büro & Kopie GmbH in Kaltenkirchen, which supports the office's IT and output systems. Over the course of the ongoing consultation with their customers, it became more and more clear to those responsible at bk documents that a consolidation was unavoidable.

The concept: Systems fully tailored to demand

The first step was the extensive as-is analysis, which the experts from bk documents performed. The result was that Jörg Birkholz, managing director of the system house, calculated a savings potential of a full 17% by changing printers and multifunctional systems to only one manufacturer and the installation of different output management functions. bk documents relied on UTAX GmbH systems, with which the system house has been working with for over ten years and that has its place of business in Norderstedt, not far from Kaltenkirchen and Schenefeld.

"Due to the office's decentralised structure with many individual and dual offices, a lot of customer traffic and the greatly differing applications, a consolidation in the classical sense in which many individual systems are replaced with one central department printer, was impossible", explains Jörg Birkholz, managing director of bk documents. "Our aim is always to provide the customer exactly with what they truly need, and therefore, we analysed first, which users in the Schenefeld office only or predominantly have to print, which case workers also need a copier function, a scanner or a fax machine, whether black/white systems are adequate or where colour systems are required and whether documents are predominantly processed in DIN A4 format or whether a A3 system is useful. Where former individual systems were provided to fax and those to copy, print and scan, now, UTAX multifunctional systems in various designs are installed, which are tailored to individual requirements. That means that a fax function for example, is only available, if this is also used, and that we only installed colour systems, where colour documents also have to be printed, scanned and copied. For the Schenefeld office, this naturally also has a positive effect on the overall



About the Schenefeld office

The Schenefeld office is an office in the district of Steinburg in Schleswig-Holstein, it is situated in the north west of the district and borders the Rendsburg-Eckentörde district to the north. It exists in its present form since 1 April 1970, comprises of 23 parishes provides two schools. The parishes' citizens find all of their required authorities in the centrally built office. Thus, the Schenefeld office houses for example, the registration office, the building authority as well as social services for all 23 parishes.





reorganisation costs. In total, we achieved a reduction from 40 to only 26 systems."

30 work places in the office are fully equipped with PCs and different paper output systems. bk documents installed eleven black and white laser printers for the DIN A4 format of the UTAX LP 3240 model in the Schenefeld office. They achieve a performance of 40 DIN A4 pages per minute, meaning that users do not have to wait for documents even at high levels of printing traffic. Six black and white systems of models UTAX CD 5140 and CD 5240 are used as multifunctional systems for printing, scanning and copying, the latter additionally provided with a fax function. They enable productive printing and copying with up to 40 DIN A4 pages per minute and scanning of up to 35 DIN A4 pages per minute. Where colour needs to be scanned, printed and copied, bk documents has installed four DIN A4 colour multifunctional systems of models UTAX CDC 5526 or CDC 5626 with fax function. For large format documents, the Schenefeld office uses two black and white DIN A3 multifunctional systems model UTAX CD 1435 as well.

Savings through reduction of hardware, added value through software

In addition to the consolidation of the device landscape, the printing traffic also needed to be reduced: Therefore, all drivers of the UTAX systems were set to duplex printing as standard. Jörg Birkholz, who has already implemented many projects in authorities and offices, estimates that long-term savings of between 20 and 30% can only be achieved through the dual-sided printing of paper.

However, the added value for the Schenefeld office of the new UTAX systems does not lie in their speed, productivity and easy handling, but above all in the uniform usage of printing material in the open network interface "HyPAS" ensuring the integration with applications such as the fleet management or the document management system.

"The true consolidation took place with the administration", states Jörg Birkholz: "By relying on UTAX systems which, thanks to a uniform design, use the same printing materials and drivers, the demand in stock room, for instance, for toner, could be reduced to a minimum. With additional fleet management we have automated the maintenance of the systems, so that we always know, when we need

Models:



CDC 5526 / 5626



CD 5140/5240



to deliver new material to the Schenefeld office and which material. The systems in the Schenefeld office report meter readings and toner consumption directly to our server so that we are automatically informed if something is required. The arduous observation of the stock of different materials by the persons responsible at the Schenefeld office is therefore over."

Overall solution for the complete document workflow and optimum data protection

This is ensured by the innovative HyPAS technology of the UTAX system: HyPAS (Hybrid Platform for Advanced Solutions) is a proprietary interface, through which multifunctional systems can be individually configured and Java and web service based software applications can be integrated. The functionality of the systems at the Schenefeld office could thereby be customer-specifically expanded without a server.

An important application for the office, for example, which could be realised thanks to HyPAS is structured scanning (Scan2OCR): It simplifies the processing of many applications, documents, citizen enquiries and other documentation, since documents can be stored directly to a new data format when scanned and editable in Word, Excel, PDF or even as a digital photo. Previously, documents had to be arduously typed up, if the employee of the offices wanted to process them further. Scan2OCR tags, indexes and edits documents fully automatically. A full text search makes searching for specific topics or words easier, so that for example, all older applications and documentation for a specific process can be easily found again. The integrated text recognition enables layouts and formatting to be adopted and reproduction of word and picture elements from the header to the table caption, even for multilingual documents, which at a civil authority such as the Schenefeld office may well occur.

Through specifically developed interfaces, bk documents could also make a connection to the office's document management and archiving system, so that scanned documents are automatically correctly filed; an important further development for the Schenefeld office, since strict rules apply to the storage and long-term storage of official documents. On the one hand, these are prerequisites of the ULD (independent state centre for data protection of Schleswig-Holstein), on the other, a distinct data protection concept of the

Models



CD 1435



CDC 5626



Schenefeld office, with which the authorities protect the data of citizens. Thereby, the access to data is controlled through policies in the document management system, on the one hand, and on the other hand, the function of the UTAX systems is also used, which enables an authorisation assignment for the use of the system. Data which remain on the hard drive during the use of the system, therefore, cannot be reproduced by non-authorized persons. Only employees of the Schenefeld office, who are identified through a set PIN, can print scan, fax or copy documents; with all others, the device prevents service.

The result:

The reorganisation was completed just in time for the start of the new year, the systems have been running productively since the 01 January 2012 and to the complete satisfaction of those responsible as well as the employees of the Schenefeld office. Through the use of multifunctional systems alone, the handling of applications, information and other documentation from A like application to V like vehicle matters had become much less complicated and more efficient. The UTAX systems are also particularly easy to operate through a coloured touch screen; a relief for the employees of the Schenefeld office, who previously had to deal with different menu navigations, for instance, if an employee was placed in an office with a device unfamiliar to him.

Despite the decentralised structure, a homogenous output environment with much fewer systems could be created. Moreover, the same printer design, the same material requirements, as well as extensive software features and the open interface HyPAS, make UTAX systems ideal for the reduction of printing costs and the consolidation of administration. Through the combination with Scan2OCR and Scan2DMS, UTAX multifunctional systems become the integrated overall solution for the complete document workflow at the Schenefeld office.

"We are already seeing immediate advantages for the reorganisation of the UTAX systems," says Andreas Faust, Chief Administrative Officer at the Schenefeld office and responsible for the reorganisation of the equipment. "The standard output of documents via the duplex function saves us a huge amount of paper, and due to the connection to the DMS, we have definitely come a step closer to the goal of a



bk-documents

The optimisation of document processes have priority for bk documents. From the marketing of printer and copier systems to the implementation of solution concepts such as archiving or scanning solutions. For this purpose, bk documents has developed an integrated concept, which aims at a long-term and confident partnership with the customers. The bk documents services comprise of the technical service, IT consulting, training, facility and rollout management as well as the financing.



Alexander Flamboe and Jörg Birkholz, the management at bk documents



paperless office. In the interests of sustainability, this is an important step forwards."

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 systems (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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