Leading Australian Financial Institution

Lexmark managed print services saves one of Australia's leading financial institutions over $19M through best practice fleet design while enhancing the customer and employee experience.

Challenges

Historically, this leading Australian financial institution had ownership of a large print fleet that saw more than 2,700 devices distributed across the organisation nationally that were managed by a large IT service provider. It was a model that provided a near full-suite of benefits, but the overarching managed services contract was notably complex.

For the customer, the standard set of fleet reports from its print management software and lack of direct control took considerable time to access. Any time that the customer sought to investigate an aspect or issue for any of the devices across its organisation nationally, they would be required to log a request with the incumbent vendor and wait for a static report to be created and delivered.

The majority of these 2,700 devices were large A3-capable copiers, which were both costly and ageing in their technology – but despite this less than 1% of the organisation's pages were printed in A3 format. On the colour printing front, access was restricted to only 10% of staff in pursuit of cost savings, which directly hindered the wider organisation's ability to deliver a great customer experience.

These realities made clear to the customer that they needed to move their print management system as part of a wider in-house IT governance move, so that they could significantly control and reduce cost, and improve speed and responsiveness to changing business requirements as and when they arose.

Solution

With experience in supporting 7 of the world's top 10 largest global banks, Lexmark started with a comprehensive MPS assessment of the print environment of this leading Australian financial institution.

As a team that has presence and knowledge at both a global and local level, Lexmark designed a bespoke fleet that was able to meet the customer's geographic requirements specific to Australia, whilst leveraging best practice insights specific to the banking industry from around the world.

In looking to provide the most efficient end to end solution for the customer Lexmark analysed the organisation's print server infrastructure and management solutions, security and data management tools, incident management and disaster recovery requirements – which were then measured against global best practice within the Lexmark client network.

The customer's print behaviour and requirements were analysed in-depth across larger format A3 usage, as was the desire to enable all staff with the ability to utilise colour services in order to enhance the customer experience.

Lexmark's state-of the-art devices featuring android-based touchscreens were recommended in a new, global best practice fleet of 2,250 devices, representing a 25% consolidation. Over 1,000 large, A3 capable devices were removed, with some

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replaced by more cost effective A4 devices, which offered staff superior reliability and, in many cases, better functionality.

The customer's devices were tested and certified across 2,000 applications to ensure critical print jobs generated by bespoke, mainframe applications were printed accurately. A sound governance model was introduced to drive the project implementation, with daily and weekly meetings across technical, commercial and project management functions delivered to greater enable the customer to deal with organisational change on a demanding schedule.

Once installed, Lexmark provided the customer with 24/7 access to its detailed fleet information that covered fleet usage, service requests and supplies delivery status. Customised reporting and control mechanisms were provided through to the customer's IT Service Management suite, coupled with a direct governance model to provide visibility and improve controls as business conditions and objectives change.

Lexmark's revolutionary Predictive Service model was implemented across the fleet; leveraging IoT devices and over 25 years' global experience to predict issues long before an alert is raised, or any change to device performance is experienced by the end user.

Results

The customer's new state-of-the-art print fleet, consisting of over 2,250 devices across more than 800 locations nationwide, was delivered by Lexmark within 6 months. That's half the expected time of a deployment this size.

The bespoke fleet design aligned the customer with the best practice achieved in leading banks worldwide, and consisted of devices that were engineered to perform for well over 7 years. This has driven cost efficiencies and enabled sustainable practices across the back office and branches enabling staff to deliver world class services to customers.

Staff now have access to the latest colour technology to help them provide their customers with the best brand experience possible, on a subject matter that truly deserves attention to detail.

In prioritising security, the introduction of Android user interfaces and one touch scanning to email, has boosted the assurance and privacy around document scanning and greatly improved the experience for all staff across the organisation.

The foresight of the predictive service feature has dramatically improved the user experience when it comes to servicing, with over 90% of incidents resolved remotely within minutes, providing minimal interruption to staff and the wider organisation.

The customer now has full visibility and control over their print infrastructure, with industry leading technology that stems from global and local expertise and has driven savings of over $19M to the organisation. Their fleet now exists under a modern and agile commercial model, which is superbly equipped to support the customer's changing business requirements well into the future.

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