MFP SOLUTION WITH A HUMAN DIMENSION

⬦ BKCP Bank, Belgium

MFP line-up in head office and subsidiaries advances and simplifies document management.

SUCCESS STORY
BANKING

For BKCP Bank, Konica Minolta is first and foremost a partner who helps us manage our paper flow, as Yves van der Beken, Chief Information Officer, explains: "They created a user-friendly IT environment that enables a secure and quick flow of information for our staff." Technology on a human scale that ensures increased performance.

"Enabling everyone to fulfil their dreams and ambitions together, each and every day". The bank's slogan leaves no doubt as to its ambitions. In a strongly regulated banking environment, the security and confidentiality of financial and personal data is strictly monitored. The pledge to help people "realise their dreams" may seem an anachronism. Yves van der Beken, Chief Information Officer, however, points out the daily fulfilment of this promise is exactly why the bank continues to grow. "We are accomplishing this ambition through a strategy of simplicity, which relies on rationality and efficiency." From an IT perspective, this essentially involves supporting banking professionals by providing them with state-of-the-art and specifically adapted banking applications. "We obtain knowledge from external companies whose competence and track record in a specific field are impeccable."

With a staff of no more than five, Mr van der Beken's IT department accounts for 15% of the bank's total expenditure. Cost rationalisation and performance improvement are therefore continuous processes.

> ✎ **For us, this simplicity represents the best level of performance at a low cost, both economically and ecologically.**
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> Yves van der Beken, Chief Information Officer, BKCP Bank

> ✏ **Konica Minolta has succeeded in seamlessly connecting to our philosophy of a virtual IT environment supporting all professional banking activities.**
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✏ Rationalising and improving efficiency

Prior to selecting Konica Minolta as a partner, BKCP had little knowledge and even less experience in management and organisation of document processing. Yves van der Beken set about finding a solution that would enable his department to provide users a service package based on managed print services. It was for this reason he focussed on implementing a single multifunctional printer (MFP) model and access to first-line support from a reliable provider. From the very outset, BKCP Bank aimed to create a user-friendly environment with a single interface for all devices a single type of toner, and predetermined types of paper.

Konica Minolta's proposal to replace the current MFP fleet at headquarters with devices from a single source, the enormous user benefits and organisational advantages of sharing the same interface immediately struck a chord with BKCP Bank. "For us, that simplicity means increased performance at a reduced cost, both economically and ecologically", explains Yves van der Beken. Soon after the introduction of the new MFP fleet by Konica Minolta, BKCP Bank saw its total cost of ownership (TCO) for infrastructure decrease. The monthly printing costs fell by 25%.

✏ Managing the paper flow

"Konica Minolta integrates the MFP fleet with the professional software used by our bankers enabling us to create an effective document management system." Like all banks, BKCP Bank is required to keep paper archives for administrative, documentation and legal reasons. Nevertheless, Yves van der Beken, concerned about the security issues surrounding physical storage, intends to establish an elaborate digital document management policy. "Digitising

documents leads to a much quicker decision-making process," explains Van der Beken. "For us, Konica Minolta is first and foremost a partner who helps to manage our paper flow. The task we set for them was to first install a suitable infrastructure and establish a document management policy in which privacy, security, and confidentiality were guaranteed. The MFP fleet fully complies with our security requirements and allows for badge or PIN code identification. In addition, all MFPs are equipped with individual hard disks that belong to us. When a machine is replaced, the disk stays with us." Moreover, Konica Minolta has integrated its applications within the secured server infrastructure of BKCP Bank's IT partner Clearstream, a Luxembourg-based provider that also manages all of the bank's hardware.

✏ A state-of-the-art full solution

Konica Minolta has the knowledge to provide a full solution, according to Yves van der Beken. "Our MFP devices feature a wide range of functions such as security management by means of badges and PIN code identification, "scan to me" and "scan to folder", Active Directory integration and support for tablet printing. Konica Minolta has succeeded in seamless integration with our strategy of a virtual IT environment that supports all professional banking activities. We rely on Konica Minolta to provide technical back-up as we evolve and continue support with state-of-the-art standard solutions."

Activities

BKCP Bank provides personalised services to individuals, self-employed persons, professions and local enterprises. It focuses on two key banking disciplines: investment banking and project financing. In addition to daily banking activities, BKCP Bank offers savings and investment products, life insurance and credit facilities (both private and commercial). All BKCP Bank products are provided through 100 offices (either subsidiaries or authorised agents) throughout Belgium. BKCP Bank is a subsidiary of Crédit Mutuel North Europe, Crédit Mutuel Group, selected as best French bank in 2012. BKCP Bank currently serves 140,000 customers and employs 380 people in Belgium.

Challenges

– Modernising the MFP fleet
– Improving the alignment between head quarters and subsidiaries in terms of document management
– Increasing insight into document flows
– Reducing printing and photocopy expenditure
– Increasing confidentiality and complying with security standards of the bank
– Improving user services

Solutions

– Installation of 60 MFP colour bizhub devices with an optimised floor plan
– Pcounter accounting, badge reader (head quarter) and PIN code access (in subsidiaries) EveryonePrint (head quarter)
– Managed Print Services (with automatic counter readings, notifications, automatic toner supply and materials)
– Helpdesk
– Integration in Clearstream infrastructure

Advantages

– Reduction of paper flow TCO by 25%
– Uniform user interface for increased performance
– Safeguarding confidentiality by badge readers and PIN code access
– Faster client service through digital document management