

**HP customer case study:** Dutch local government association chooses flexible, secure printing

**Industry:** Public sector/government

## Netherlands municipalities get better support with HP/SafeCom print



“For just the hardware and maintenance, this HP solution was 50 per cent cheaper than our previous Xerox solution, representing a saving of €150,000.” Gerton Kotterman, ITC manager, VNG

### Objective:

Vereniging van Nederlandse Gemeenten (VNG), the Association of Netherlands Municipalities, who represent all of the countries local authorities, wanted a flexible yet secure printing solution at its headquarters in The Hague.

### Approach:

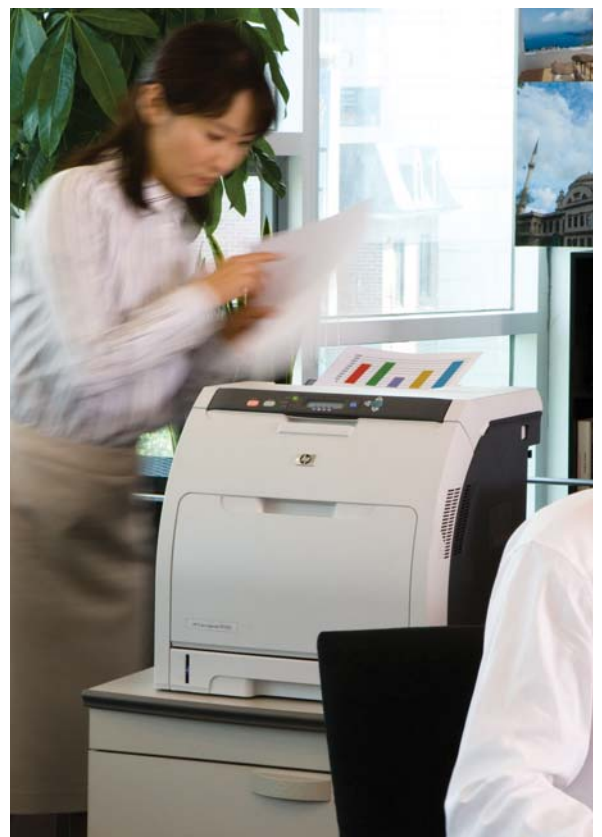
- VNG considered hardware from HP and Xerox.
- It decided that a mix of HP Multifunction Printers and LaserJet printers with a SafeCom secure printing solution would best meet its needs.
- HP solution partner Datascan designed and implemented the Safecom secure pull print solution as well as the NSi AutoStore Express data capture solution for scanning.

### IT improvements:

- The new HP hardware has reduced maintenance and support time.
- HP Smart Printing Technology makes automatic adjustments to optimise print quality and enhance reliability.
- HP Jetdirect Fast Ethernet embedded print server produces best-in-class networking for easy installation and flexible location. HP Embedded Web Server performs remote diagnostics and sends e-mail alerts.
- Scanning direct to file servers and databases takes the pressure off VNG's email server.

### Business benefits:

- Initial hardware purchase and maintenance costs are 50 per cent lower than with Xerox, representing a saving of €150,000 over three years.
- Costs have been lowered due to the SafeCom secure print solution which is expected to save on paper and supplies and using quicker, more reliable printers increases staff efficiency.
- HP's initial assessment gave VNG a solution that is precisely tailored to its needs, with no wastage.



Vereniging Nederlandse Gemeenten (VNG) is the Association of Netherlands Municipalities whose membership includes all 458 local government authorities in the Netherlands. It is the country's principal source of advice on local government issues and its specialised departments provide member authorities with a multitude of services.

Staff from the municipalities contact VNG by phone, email or Internet and every year its 350 employees process many thousands of requests for advice.

This generates an annual print output of approximately 2.5 million pages and VNG found that its five-year-old fleet of 20 Xerox multifunction printers could no longer cope. Disruptive breakdowns and incidents were increasing so replacements were needed.

# Customer solution at a glance

## Primary applications

- General business and office applications

## Primary hardware

- 13 x HP LaserJet 4345mfp
- 10 x HP LaserJet 4250
- SafeCom card readers for each device

## Primary software

- Printer drivers
- Embedded networking and management tools
- SafeCom secure pull print solution
- NSi AutoStore Express

## HP Services

- Routine support

## Flexibility vital

VNG required a more flexible, secure and reliable print solution. It also wanted to digitise many of its paper records to achieve a paperless office and this was even more important because it faced vacating its headquarters in The Hague for 15 months to make way for renovation work.

"Having researched the market in the Netherlands, we decided that HP Multifunction Printers (MFPs) with SafeCom secure printing was the best fit for VNG's needs," says VNG's ITC manager, Gerton Kotterman.

## Detailed audit

Before deployment, HP staff conducted a detailed assessment of VNG's print requirements, recommending a cost-saving reduction in the number of MFPs from 20 to 13 and the introduction of 10 new LaserJet printers. The research also showed that VNG's A3 print was relatively low so only A4 machines were installed with a SafeCom secure pull print solution that enables staff to print from any machine in the building.

In addition to VNG's centralised print facility, an average of two MFPs and two LaserJet printers are now situated on each floor. To access their print jobs

or to scan documents, staff use the same hybrid Radio Frequency Identification (RFID) swipe card that gives them access to the building.

## Scan revolution

"The biggest business benefit of this HP/SafeCom print solution is flexibility because you can collect your print job from any printer you want to use. Now, no-one leaves uncollected print jobs on the machines which increases security, cuts down on paper and helps maintain a clean office," adds Kotterman.

"Scanning is also a major factor for us because we produce up to 10,000 PDF files a month and our email server is too busy to handle them. As a result Staff will save Optical Character Recognition (OCR) scans directly to file servers or databases and next year we will look at using certificates to encrypt or digitally sign documents using the same hybrid RFID swipe card

"These HP MFPs are much faster which makes the office more efficient, they are easy to operate which cuts down on training and using HP supplies means that they are always reliable and we get top quality output with no leaking toner," concludes Kotterman.

To learn more, visit [www.hp.com](http://www.hp.com)

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