

Increased Productivity at Raiffeisenbank

Client Profile



**Raiffeisen
BANK**

Banka inspirovaná klienty

Raiffeisenbank a.s. has been providing a wide range of banking services to individuals and corporate clients in the Czech Republic since 1993. The bank merged with eBanka in 2006 and the two banks completed the integration process in the summer of 2008. Raiffeisenbank provides services to clients through a network of more than 100 branch offices and client centres. The bank also provides services through specialized mortgage centres, personal and corporate advisors.

Situation and Analysis

The first step towards providing a solution was to conduct an analysis of the printing environment, which Xerox completed based on the customer's requirements. This analysis took 3 months and included a separate analysis of Raiffeisenbank and eBanka. Xerox Device Manager (SW) was installed at selected locations to monitor printing and copies made over the course of 1 month without providing information to end users. In the

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second phase, printing and copies were monitored with information passed on to end users. The solution used at RB was SafeQ from YSoft.

The Solution

The technical and security parameters of the printing environment were determined on the basis of the completed analysis to meet the client's functionality and capacity requirements. Raiffeisenbank decided to utilise the services of the Xerox Global Services Division to solve the current situation. The solution was implemented in stages and subsequent trial operation took approximately six months.

As part of XGS services, an employee is available on the customer's premises to oversee the operation of all Xerox equipment, as well as the equipment of other manufacturers owned by the client. This employee is also responsible for reporting and, in the event of a breakdown, the replacement of defective equipment, organising service calls, and logistics for consumable materials, etc. In case of his/her absence, his/her position is covered by 2 people trained for this activity.



The Result

Increased Productivity and Speed

Xerox implemented a document management solution at RB with which the client could achieve maximum savings and improve the efficiency of the printing environment. At the same time, Xerox also ensures equipment operation.

Based on the analysis, the number of printer/copiers was therefore reduced by 57 % at Raiffeisenbank and by 51 % at eBanka. At the same time, the average price per print was also cut and printing speed increased significantly. The number of printer/copiers from various manufacturers fell by 66% at Raiffeisenbank and by 33 % at eBanka. The client saved the equivalent of at least one member of its workforce by transferring printing matters to Xerox competency.

In view of the growing number of branches at Raiffeisenbank, there are currently almost 400 Xerox machines installed at the company. Several Xerox employees look after the operation of equipment at the client's head office, including the management of deliveries and monthly reporting, which includes a breakdown of costs according to individual localities.

The ratio of the number of printers/copiers per employee improved at both companies shifting from 1:2.3 to 1:4.8 at eBanka and from 1:9 to 1:21 at Raiffeisenbank. Total savings following implemented changes are 20% per month compared to the initial situation.

Extended Services

Apart from these savings, Xerox also provides support services, which involve monitoring the state of printers/copiers online, logistics and supply of consumable materials and spare parts, as well as the organisation of service calls, regular maintenance and securing the delivery, installation, transport and collection of equipment. Once equipment has reached the end of its service life, Xerox also arranges its ecological disposal, including the issue of relevant certificates.