

# MünchenerHyp secures mammoth annual print output



Integrated HP solution delivers high performance and secure printing

**Sector**  
Financial services

**Objective**  
Fast printing with protection from manipulation and attacks

**Solution**  
Compared solutions from different suppliers before deciding on an all-HP concept including the HP Color LaserJet Managed Flow MFP E87660z

**IT matters**

- Enables the bank to manage the IT security of its entire printer fleet centrally
- Improves uptime with high device availability and call-to-repair SLA of either one day or within six hours

**Business matters**

- Prints a 50-page loan agreement in less than a minute
- Provides a high level of protection against external attack and device manipulation
- Enables staff to scan documents directly into their department's folder
- Conforms with BaFin MaRisk regulations



MünchenerHyp



**“The HP Color LaserJet Managed Flow MFP E87660z is our credit teams’ new workhorse. It meets our high requirements in terms of productivity as it prints the first page very quickly and does not need to stop and buffer, even with high print volumes. I hear nothing but praise from the staff in our departments.”**

– Herbert Bayerl, IT project manager, Münchener Hypothekenbank

## High printing productivity

Münchener Hypothekenbank has made its printer fleet more productive and secure with an all-HP solution. The HP Color LaserJet Managed Flow MFP E87660z can print up to 60 pages per minute and wakes up from standby very quickly. All of the devices are fitted with SafeCom software for secure printing and HP JetAdvantage Security Manager to ensure that policies are adhered to.



## Challenge

### Managing 7.5 million printed pages

MünchenerHyp's printer fleet had come to the end of its lifecycle. The bank was looking for new devices that could meet its increased requirements with regard to performance and security.

Münchener Hypothekenbank eG is a partner to the German cooperative banks (Volksbanken and Raiffeisenbanken), providing a full spectrum of residential and commercial property financing services. The bank specialises in private and commercial property financing. For its private customer business, the bank operates eleven regional offices throughout Germany staffed with experts to support its ongoing business relationships with the Volksbanken and Raiffeisenbanken. Its national and international commercial property lending business is managed centrally from Munich with additional offices in Frankfurt am Main, Hamburg and Berlin. As an issuer of mortgage and public Pfandbriefe, MünchenerHyp has earned an excellent reputation in the capital markets.

The cooperative property lender has been growing steadily over recent years. It achieved record revenues of €38.2 billion in 2016. Its new mortgage business totalled €4.9 billion. Private property lending is currently booming in Germany, bolstered by continued low interest rates and high demand for property.

"The more contracts we agree, the higher the print volumes produced by our more than 500 employees," says Herbert Bayerl, IT project manager at MünchenerHyp. A loan agreement of this type currently runs to an average of around 50 pages, which all need to be printed in triplicate. The bank currently prints 7.5 million pages per year.

Its lending business accounts for seven million of these, with the figure continuing to rise due to the high demand for property financing and the fact that lawmakers are requiring an increasing amount of information to be provided in loan contracts. Having well-functioning printers is therefore incredibly important to MünchenerHyp's core business.

The bank has relied on an all-HP printer infrastructure for many years. In the past, it had mainly relied on the HP LaserJet 9050 series. "That was our workhorse, reliably printing some 80% of our print volumes," says Bayerl. It also had two HP Color LaserJet models, which were predominately used by its M-Wert subsidiary to print expert reports for its customers' property valuations.

After five years, the devices had reached the end of their lifecycles and the bank wanted to replace them with modern, and more importantly faster devices.

### Fast first page out (FPO) needed

"Our staff expect to be able to collect their printouts from the device straight away. The time it takes for printer to produce the first page has to be extremely short," says Bayerl. "We also needed the new devices to be easy for the users to operate and for us to integrate into our existing IT infrastructure." Another of Bayerl's key requirements was that the new printers had to be as robust as the old ones due to the high intensity with which MünchenerHyp uses them. At times, its print volumes far exceed those recommended by HP.

The IT project manager also wanted to replace the standalone printers with multifunction colour devices. This would allow staff to print in black and white or colour, copy, and use a scan-to-folder function at any of the bank's devices.

The company also uses the card authentication feature in Nuance's SafeCom software to allow any print job to be collected from any of the printers.

Taking all of this into account, Bayerl looked at a number of different solutions on the market, bringing some in for closer assessment and comparison with his team. The outcome: “There were devices from various manufacturers that met our requirements with regard to speed and ease of use,” remembers Bayerl. “But the devil is in the detail. With some manufacturers, changing the printer drivers meant that we lost our standard settings, which would have been absolutely catastrophic for many of our document templates.” For example, a loan agreement is printed on letter-headed paper. Changing the printer driver to that of another manufacturer lost the setting for the paper type.

## Solution

### HP Color LaserJet Managed Flow MFP E87660z and security software from HP

“Most manufacturers aren’t particularly keen to discuss this topic before the contract is signed,” says the IT project manager. “So we were really happy that HP gave us the option to take a look at the HP Color LaserJet Managed Flow MFP E87660z, a new device that was still in development at the time we were making our final decision. As MünchenerHyp is a long-term HP customer and is considered a power user of its printers, the companies had built up a close relationship with one another over the years, covering HP’s global product quality, service, and software delivery management departments. In late 2016, the first pilot HP Color LaserJet Managed Flow MFP E87660z was ready for testing at the HP Graphics Experience Center. The potential of the device, which can also print documents in A3 format, was clear to see, despite a few teething problems,” says Bayerl.

He was also pleased that HP was so open to his requests and problems. The company’s developers were able to use the time before the market launch to make the necessary improvements.

## Benefits

### Multifunction devices ensure high productivity

Bayerl’s doubts did not fall on deaf ears, as the test device HP provided to MünchenerHyp six months later showed. “We really put it through its paces. At one point we sent 1,000 pages to the printer at once with many of them set to be stapled,” explains the IT project manager. “It convinced us that the HP Color LaserJet Managed Flow MFP E87660z had the potential to be our new workhorse. It met our high productivity requirements. Even with the high print volumes, it didn’t stop to buffer between jobs as many other devices do, and we can now continue to use the standard settings that are so important for our document templates completely problem-free.”

The tests at MünchenerHyp confirmed that the HP Color LaserJet Managed Flow MFP E87660z really can print up to 60 pages per minute and that it wakes up extremely quickly from standby. “I hear nothing but praise from the staff in our departments. They arrive at the multifunction device, collect their prints and take them straight off to their meeting or back to their workstation,” says Bayerl, happily.

MünchenerHyp ordered a total of 70 HP Color LaserJet Managed Flow MFP E87660z devices— making it the bank’s workhorse for printing loan agreements just as planned. It also ordered 20 HP LaserJet Enterprise M506 devices and four HP Color LaserJet Enterprise MFP M577 series for other printing jobs. In addition to the devices, the bank also renewed its Managed Print Services contract with HP to cover device maintenance and automatic consumables supplies.

However, the rollout did not go completely to plan. Some of the HP Color LaserJet Managed Flow MFP E87660z devices arrived at the bank damaged due to errors on the part of the logistics company. “HP showed real dedication and escalated the problem internally so that we soon had replacements for all of the defective devices. Things like this do happen sometimes, and the rollout was only delayed by a week or two”, says Bayerl, praising HP’s efforts.

## Customer at a glance

### Hardware

- 70 x HP Color LaserJet Managed Flow MFP E87660z
- 20 x HP LaserJet Enterprise M506
- 4 x HP Color LaserJet Enterprise MFP M577

### Software

- Nuance SafeCom
- HP JetAdvantage Security Manager
- HP Digital Sending Software
- HP Web Jetadmin

### HP Services

- HP Managed Print Services

### Central management with HP Digital Sending Software

MünchenerHyp uses the printer fleet in combination with a variety of software tools. One of these is HP Digital Sending Software, which it uses both for faxing and for central management of the scan-to-folder feature on the multifunction devices. Each department has its own folder in which staff can save the documents they scan. With HP Digital Sending Software, the IT team at MünchenerHyp can do things such as change the names of departments centrally without having to reassign the printer to them. "HP Digital Sending Software is really useful with the amount of devices we have and our decentralised structure," says Bayerl.

"With HP JetAdvantage Security Manager, we can rest assured that we have a secure printer fleet that meets the banking industry's regulatory requirements in terms of risk management. Add in the SafeCom software and we are well ahead of the game with regard to security technology. This is extremely important for us, as printers are a key component in our core business processes."

– Herbert Bayerl, IT project manager, Münchener Hypothekenbank

The bank has also been using the SafeCom secure print management software from Nuance for a number of years. This requires staff to authenticate themselves with a smartcard before they can collect their prints from the central HP devices.

For the bank, the focus of this process has always been less on printing documents securely and more on reducing time staff spent on sorting through the documents to find their own printouts when they got to the device, particularly those dealing with loans. Staff can also use this pull printing solution to print their payslips securely and confidentially, straight from the SAP system. And the SafeCom software sends an automated email confirmation when they use the multifunction devices to send faxes.

### HP JetAdvantage Security Manager reboots printers automatically

Since the introduction of the new HP printer fleet, MünchenerHyp has also been using HP JetAdvantage Security Manager software. This ensures that a device is restarted automatically in the event of an attack or an anomaly. Its security settings are then analysed and corrected where necessary in order to ensure that the company's policies are adhered to. The bank's IT team does not need to intervene manually. The administrators are simply informed via the software. "With HP JetAdvantage Security Manager, we can now rest assured that we have a secure printer fleet that meets the banking industry's regulatory requirements in terms of risk management," says Bayerl. "Add in the SafeCom software, which we also use for central end-user rights management, and we are well ahead of the game with regard to security technology. This is extremely important for us as printers are a key component in our core business processes."

The IT project manager has taken an additional step to ensure the availability of these critical devices. At the headquarters in Munich, the printers are always provided in pairs. This spreads the print volume across the devices, and if one develops an issue, staff do not have to go to another part of the office to collect their jobs.

MünchenerHyp has also increased its service level agreements for device repairs. For the HP Color LaserJet Managed Flow MFP E87660z devices in the Munich headquarters, it has agreed a call-to-repair time of one day. For the regional offices with just one device, this is six hours. Bayerl: "This assures us that the departments will never experience excessive amounts of downtime."

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