



KONICA MINOLTA

# EFFICIENCY AND RELIABILITY FULLY DELIVERED

✦ Česká Podnikatelská Pojišťovna a.s., Czech Republic





# Česká Podnikatelská Pojišťovna a.s.

## Company profile

Česká Podnikatelská Pojišťovna (ČPP) is the third largest insurance provider on the Czech Republic insurance market. ČPP's revenue amounted to 6.7 billion CZK in 2011. With up to 1,000 employees across 93 subsidiaries, ČPP operates throughout the Czech Republic. Together with Kooperativa and Pojistovna Ceske Sportelny, ČPP is part of the Vienna Insurance Group, one of the leading insurance groups in Central and Eastern Europe, with shares traded on the Vienna and Prague stock exchanges.

Česká Podnikatelská Pojišťovna a.s. Insurance Czech Republic

## Customer's situation/challenge

An analysis conducted by Konica Minolta in mid-2010 revealed that ČPP had more than 833 A3 and A4 devices in use – including more than 50 different models from more than four different brands. The monthly print volume amounts to more than 100,000 pages for the entire company, and this volume originates from almost 1,000 PC working stations. ČPP intended to select a strong and reliable partner who was able to ensure high quality services along with cost optimisation. The company further required the delivery of MFPs, printers and consumables to be included in a renting contract, with guaranteed service throughout the Czech Republic.

## Success summary

Konica Minolta optimised ČPP's entire IT infrastructure and established an efficient support structure by offering complex services from ePRO and eCON for fleet monitoring and overview to unified Service Level Agreements (SLAs) for all devices. Furthermore, Konica Minolta instituted a unified support structure and device fleet throughout the

Czech Republic. A Key Account Manager executes regular consulting services and manages all issues. The cooperation began in 2010, and since then, Konica Minolta's brand awareness has markedly increased. During the 30 months of OPS implementation, Konica Minolta familiarised itself with ČPP and its operations. There was effectively no concept in place and no control over printing costs. With Konica Minolta's solution, the customer received a print infrastructure that is serviced by only one vendor and offers unified services.

## OPS Consult

The complete OPS analysis was, conducted separately for eleven areas within three steps, including audit of print installations, analysis and consultation with the devices users and consultation on print environment expenses. The results were then provided to each area director. The analysis examined a detailed list of printing devices and their locations among various subsidiaries and departments. The results were compiled in a report for the entire group. The analysis lasted six months and revealed a savings potential of about 20%.



**“Cooperation with Konica Minolta has been great. Konica Minolta arranged a smooth transition from the old fleet to a new one and fully delivered the promised efficiency and reliability”**

Customer comment



## ▀ OPS Implement

During the implementation phase, which took almost twelve months to complete, Konica Minolta replaced the old printers and installed 190 new devices in 93 locations across eleven regions. The overall number of devices included 74 A3 MFPs. Alongside the rollout, Konica Minolta established a digitalisation line in Brno and the CRD office in Prague, where ČPP shares its IT department with its sister company Kooperativa, a.s.. The OPS implementation also included three systems to ensure a stable operation: the eCON and ePRO systems, as well as the PageScope NetCare Device Manager. After implementation, Konica Minolta technicians also provided training in these programs for IT personnel and users. A dedicated project manager from Konica Minolta organised and operated the project management throughout the implementation period of 18 months.

## ▀ OPS Manage

Since implementation, ČPP benefits from an efficient printing environment that is ensured by a SLA with short response time and on-site support within four hours, during business hours. With ePRO and eCON services, the client does not need to tend to the fleet, as it is managed automatically. ePRO additionally provides automated monitoring of Konica Minolta devices for stable operations at all times. It regularly checks for technical problems and consumable depletions, and then takes the necessary steps to resolve these issues automatically without the client. With ePRO Monitor, Konica Minolta manages the server installed with PageScope NetCare Device Manager for monitoring A4 devices. eCON gives the client an overview of the printing devices, their utilisation, and the status of requests for consumables or technical service. Thus, the client has more control, is better able to optimise printing costs and can monitor whether Konica Minolta is meeting the Service Level Agreements. With the recent installation of the server-based SafeQ system in dedicated locations, the customer now

benefits from increased security when printing confidential documents. Every three months, an optimisation analysis reports on the usage of the devices and their workload. On the basis of this analysis, Konica Minolta makes proposals for further optimisation. Overall, the customer now benefits from a complete outsourcing to Konica Minolta as well as unified services and optimised costs.

## ▀ OPS Customer's comment

**“Cooperation with Konica Minolta has been great. Konica Minolta arranged a smooth transition from the old fleet to a new one and fully delivered the promised efficiency and reliability. Konica Minolta is a highly reliable partner not only for managing printing environments, but also for providing software solutions”** comments ČPP.

## ▀ OPS

**With Optimized Print Services (OPS) we show you a path that is tailored precisely to your company's special requirements – to more efficient workflows, more data security, and lower costs. From meticulous analysis (Consult) through to joint implementation (Implement) and an individual service (Manage).**



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