

HP customer case study: Cairo Amman Bank cuts TCO while boosting security, manageability and efficiency with HP multifunctional products

Industry: Retail banking; financial services

HP multifunction solution secures lower TCO for Jordan's leading retail bank



CAIRO AMMAN BANK

بنك القاهرة عمان

“The bank now benefits from better security, lower maintenance and increased efficiency. But most importantly, HP multifunctional products will cut costs and enhance our customer service.” Omar Yacoub, head of IT, Cairo Amman Bank

Objective:

Cairo Amman Bank wanted a secure workgroup-printing environment across its branch and office network to boost security, manageability and efficiency while also lowering TCO.

Approach:

- Identified new technologies for a more efficient banking environment.
- Selected a complete print, copy, fax and scan-to-email solution from HP and Jordan Data Systems.

IT improvements:

- Real workgroup-printing environment.
- Broad deployment of multiple capabilities: printing, copying, faxing and scanning-to-email.
- Reduced printer fleet management.

Business benefits:

- 20 to 30 per cent cut in annual total cost of ownership predicted.
- Boosted security, manageability and efficiency.
- Protected the business reputation.
- Enhanced customer service.

With 51 branches and offices throughout Jordan, Cairo Amman Bank (CAB) is the largest retail bank in the kingdom. The bank also specialises in commercial, investment and automated banking operations, and recently saw its turnover increase to JD31.5 million (€34.9 million).

Real workgroup-printing environment

As CAB continued to expand its services, it realised that a workgroup-printing environment was needed within its network. Its printer fleet was not performing to the optimum level and some of its fax and copying machines were in need of replacement. CAB also wanted to improve security, cut down on maintenance costs and find equipment that was easier to manage.

CAB raised these concerns with HP. Working in partnership with Jordan Data Systems (JDS), HP created a complete printing, copying, faxing, and scan-to-email solution. This solution will boost security and manageability, and delivers a more efficient banking environment.

Omar Yacoub, head of IT at CAB explains, “We are especially impressed with HP multifunctional products (mfps) and their reliable printing, copying, faxing, and scan-to-email capabilities.”

Phase one of this solution comprises 76 HP LaserJet 4345xs mfp devices, plus one HP LaserJet 9050 mfp device, four HP Color LaserJet 4700n printers and

Customer solution at a glance

Primary applications

- Printing
- Copying
- Faxing
- Scanning-to-email

Primary hardware

- 76 x HP LaserJet 4345xs mfp devices
- 76 x HP LaserJet 4345xs mfp Care Pack
- 1 x HP LaserJet 9050 mfp devices
- 1 x HP LaserJet 9050 mfp Care Pack
- 4 x HP Color LaserJet 4700n printers
- 4 x HP Color LaserJet 4700n Care Pack
- 1 x HP DesignJet 4500 printers
- 1 x HP DesignJet 4500 Care Pack

Primary software

- HP WebJet Admin
- Digital sending software
- FollowMe®

one HP DesignJet 4500 printer, along with HP WebJet Admin and FollowMe® software¹.

Yacoub adds: "The bank now benefits from better security, lower maintenance and increased efficiency. But most importantly, HP multifunctional devices will cut costs and enhance our customer service.

"Numerous banking procedures are now much faster," explains Yacoub. He gives the example of loan applications, which previously required an unsecured fax procedure or slow site-to-site document transportation. Now, paperwork is simply scanned and securely transmitted to the required office. "We are seeing significant increases in security, management control and productivity," comments Yacoub.

HP WebJet Admin controls the bank's new printing environment. This web-based print management tool optimises device use, controls ink costs and aids supplies management through remote configuration,

monitoring and troubleshooting of the networked devices.

Network-wide security

The FollowMe® solution provides network-wide security of equipment functions, and has the added benefit of centralised services accounting. For example, administrators and managers can receive a printing and copying history for any specified location and for any authorised user. This is achieved by allocating an individual user code to each user; they can then move between branch offices, using equipment as required without compromising security.

Coming back for more

CAB has recently confirmed that it will be asking HP to install a further 30 to 40 HP LaserJet 4345xs mfp devices in its branches throughout Jordan, confirming its confidence in HP.

¹ FollowMe is the registered trademark of Ringdale, part of the Network Technology plc Group.

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