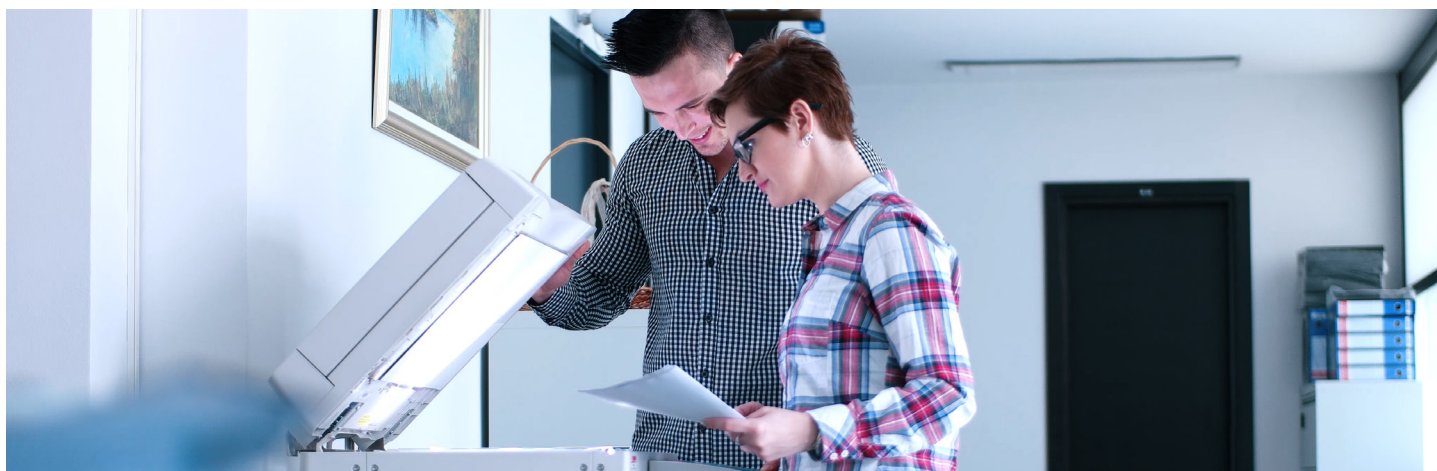


YSOFT **SAFEQ[®]** **CASE** **STUDY**

CENTRALIZED PRINT MANAGEMENT SERVICES AND INTEGRATION WITH SAP



PRINT COSTS ARE REDUCED UP TO 50%

Czech Post was challenged by a disjointed print environment and reporting processes, and the need for cost optimization. While YSoft SafeQ was used in some areas of the business, by expanding its use throughout the Czech Post's back offices and integrating with its SAP system, Czech Post's objectives were achieved.



AT A GLANCE

Challenges

- Improve back office reporting
- Unify SAP system printing with print management for comprehensive reporting and tracking
- Reduce print services costs

The Solution

- YSoft SafeQ Print Management
- Integration of YSoft SafeQ with SAP

Key Customer Benefits

- Centralized management of print services with consolidated reporting including separate overviews for individual office centers
- Increased document security
- Reduced consumable costs and adherence to print governance rules
- Reduced ICT support required

CUSTOMER PROFILE

Czech Post is a state-established provider of postal and related support services for Czech citizens. Founded by the Ministry of the Interior, Czech Post has 3,822 organizational units, including post offices, specialized areas such as operations and logistics, ICT and strategy/development, franchises, and dispensing points.

With 28,994 employees, Czech Post is one of the largest national employers. In addition to receiving, transporting and delivering mail, Czech Post provides contractual services to other business entities and authorities. The Czech Post also pays the costs of issuing new postage stamps and puts postage stamps into circulation.

POSTAL EFFICIENCY EXTENDS TO PRINT INFRASTRUCTURE

In 2012, Czech Post began addressing its need for unified and streamlined printing processes. The ICT team, responsible for print services, struggled with a print infrastructure that was decentralized and lacked the uniformity and security they required.

To address their needs, Czech Post wanted a solution that would provide a centralized infrastructure giving them accurate insight into print activity and print device utilization. This insight would allow them to optimize their print device fleet and better understand business printing, private printing and how to reduce costs of consumables. Consumables were currently ordered by separate divisions without oversight which contributed to higher costs.

Czech Post chose YSoft SafeQ print management software to meet their needs and deployed it in ten administrative buildings in several regions. Soon, Czech Post was realizing 40% savings in overall print services costs including toner and paper.

EXPANDED USE REDUCING PRINT COSTS

Happy with the results they saw, in 2016, Czech Post expanded its use of YSoft SafeQ to centrally manage print services for thirty-eight nationwide administrative offices.

By 2017, the savings increased to 41.47%, and after further optimization and utilization, the total cost savings were almost 50% (49.06%) in 2018.

A significant part of print services costs savings is the gradual decrease of color printing. Currently up to 23% of all print jobs are printed in color. Using YSoft SafeQ Rules-Based Engine, color printing at Czech Post is set to need approval. This contributes to the post office's initiative to be more environmentally friendly.

REDUCING ICT SUPPORT BURDEN

Prior to YSoft SafeQ, ICT spent a significant amount of time supporting users on printer driver installation and other support services because print devices varied and often did not meet the complex printing needs of employees. The implementation of YSoft SafeQ accompanied a uniform print device fleet. Combined with YSoft SafeQ, this can save the ICT team tens of hours monthly allowing them to work on other ICT projects within the company.

An added value for the postal business' ICT team is improved print services availability and guaranteed timely technical support.

With the savings we were achieving and the outstanding support from Y Soft, it was only natural to transition to the newest version of SafeQ and purchase additional licenses for all the Czech Republic's administrative centers.

— Karel Jirsa

Manager of ICT Support
Operations, Czech Post

INCREASED DOCUMENT SECURITY VALUED BY HR AND LEGAL TEAMS

Increased document security afforded by YSoft SafeQ is appreciated by employees, especially those in HR and Legal departments, who often work with sensitive, personal data of employees and company business. Employees would need to run to the printer to retrieve a print job so that it would not be accidentally taken by others and thrown away. With YSoft SafeQ Authentication, print jobs do not print until the job owner logs into the print device and can retrieve their prints. This means sensitive, private documents are kept secure for employees' peace of mind and a more comfortable work environment.

A PAPERLESS POST OFFICE

With YSoft SafeQ, Czech Post had the opportunity to reduce its reliance on paper by shifting to digital documents in a uniform manner. While various departments used disparate systems for digital document creation and delivery, YSoft SafeQ offered a consistent and simplified way to scan documents and deliver them to the user's email inbox.

Within Czech Post, "Post without paper" is a paperless initiative where the legal department uses YSoft SafeQ to convert paper-based contracts into digital files. Over time, the department will no longer have paper contracts as all new contracts are in digital form and all existing contracts will have been digitized.

SAP INTEGRATION

The highlight of the relationship between Y Soft and Czech Post is the ongoing integration of YSoft SafeQ with Czech Post's robust SAP system. With the Czech Post ICT team's support in providing settings, Y Soft developed an integration with the SAP system so that printing from SAP was, by default, routed through and accounted for by YSoft SafeQ. The integration supports multiple print batches uniformly printed in the correct order. Within Czech Post, nearly 90% of users can print from SAP via YSoft SafeQ.

The integration of YSoft SafeQ with their SAP system was achieved through the BC-XOM interface. The integrated solution enables print jobs to be automatically processed and printed on a local print server which speeds the job printing process through a secure print queue and streamlines the transfer of print job data over the Czech Post's network. SAP users can view the status of their print jobs directly in the SAP NetWeaver interface.

The culmination of our success with Y Soft was in the implementation of SafeQ with our internal SAP system.

— Karel Jirsa

Manager of ICT Support
Operations, Czech Post