

# YSOFT SAFEQ® CASE STUDY

**YSOFT SAFEQ HELPS  
UNIFY THE PRINTING  
ENVIRONMENT IN THE  
CEZ GROUP**



## THE RIGHT SOLUTION FOR POWERFUL REPORTING

A diverse printing environment made effective print services management and cost controls difficult.

### AT A GLANCE

#### Challenge

- Accurate accounting and reporting for print services
- A diverse printing environment with multiple print service providers

#### Solution

- One internal, integrated provider of print and reprographic services
- YSoft SafeQ Print Management

#### Customer Benefits

- Cost management support for both the internal provider and distinct business units within CEZ Group
- Compliance with CEZ Group security governance
- Customized reporting (user and device view)
- Print services with guaranteed parameters
- Central management and control of the print services environment



## CUSTOMER PROFILE

CEZ Group is an integrated corporation in the energy industry, headquartered in the Czech Republic with operations in Western, Central and South-East Europe. In the Czech Republic, companies within the Group mine and sell coal, produce and distribute electricity and heat, and trade electricity, natural gas and other commodities. To their customers, they offer devices for electricity production and storage as well as provide energy-related services focusing mainly on savings. Their production portfolio consists mainly of nuclear, coal, gas, hydro, photovoltaic, wind and organic gas sources. In the Czech Republic, there are over 22,000 employees working for the Group. The Group also operates in Bulgaria, Germany, Hungary, Poland, Romania, Slovakia, and Turkey. CEZ Group is listed on Prague and Warsaw stock exchange.

One company in the CEZ Group is CEZ Corporate Services, an internal provider of professional quality services in different areas ranging from fleet management through accounting to document digitalization, print and reprography.

The IT infrastructure for delivering these services is provided by CEZ ICT Services, which serves 64 of the Group's companies. In total, this involves 6,000 notebooks, 4,500 computers, 1,700 virtual desktops and print services.

## BALANCING ACCESSIBILITY AND TRANSPARENCY

Securing print services for the Group (e.g. managing and administrating print services, day-to-day operation of print devices including basic service tasks, and material supplies) is extremely challenging given the number of internal customers and their disparate requests.

CEZ Corporate Services must transparently and precisely allocate all costs for its services. At the same time, the unit is committed to granting access to printing and digitalization for all CEZ Group's employees while staying compliant with CEZ Group's security needs and standards.

Originally, CEZ Corporate Services had a mixed printing environment due to the unique needs of individual regions. The print fleet consisted of more than 250 different models of print devices (94% were single-function USB desktop printers) and the service team had very limited options for managing the fleet consistently and effectively.

Moreover, print services were managed by three providers, who used more than 40 brands of print devices in total, and several sub-suppliers making control over the fleet operation even more complicated.

## SAFETY GOVERNANCE & REPORTING REQUIREMENTS

In 2006, the Group's management decided to unify print services with one internal, integrated provider (today named CEZ Corporate Services) and to implement a central solution for print management. The solution chosen was YSoft SafeQ.

"YSoft SafeQ was chosen mainly for its budgeting and reporting features and for its lighter demand on server infrastructure. A lighter server infrastructure also helps with compliance with CEZ Group's safety requirements. CEZ operates the largest nuclear power plant in the Czech Republic, for example, and each industry that CEZ operates in has its own set of safety requirements," explains Aleš Novák, Manager of Sales Competence Center, CEZ ICT Services.

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Manager of Sales Competence Center, CEZ ICT Services

A lighter infrastructure means fewer components that can conflict with the company's safety governance. YSoft SafeQ's pull-printing also contributes toward the safety governance concerning document security.

The YSoft SafeQ embedded device license model, which enables a customer to smoothly transfer from one brand to another without changing the license or the software, also contributed to CEZ IT Services' decision given their current mixed brand fleet.

The first YSoft SafeQ system was deployed in 2005 and upgrades are made actively when new versions are made available. In early 2018, CEZ Group began to replace their current mixed print fleet with one consistent brand. Due to the flexibility of the device license model, the entire fleet worked smoothly in both the transition and final phase of this project.

"One of the most used YSoft SafeQ's features in CEZ Group is reporting. It enables us to create customized reports to obtain precise data on print services per device, user, cost center, project, and company," adds Petr Nasadil, Managing Director, CEZ Corporate Services.

## ADDITIONAL CUSTOMER BENEFITS

In addition to centralized cost management-related features the customer appreciates other benefits. These include YSoft SafeQ's compatibility with different printer models from different suppliers and the ability to customize the solution accordingly to specific requirements.

Petr Nasadil further explains: "For example, employee ID cards used for secured access within the company facilities were leveraged through card reader customization (both hardware and software). Through this customization, we are able to read the secured parts of the ID cards instead of the cards' UIN (Unique Identification Number), which is the usual method. This adjustment allowed us to integrate the users' authentication at the printer with our Active Directory where users' data are paired with cards."

The YSoft SafeQ solution enabled CEZ Corporate Services to reduce the number of print devices significantly by replacing USB desktop printers with more efficient, shared multifunctional devices each supporting more than 15 employees. Today, almost 80% of all employees use shared multifunction printers, compared to 2006 where not more than 10% used shared printers.

YSoft SafeQ provides ongoing cost control and secure printing, which contributes to effective and transparent operation of the entire print fleet keeping operational costs and material consumption under control. Annual costs connected with print fleet operations have been lowered by 30% compared to the 2006 baseline. Material consumption is almost 20% lower.

The YSoft SafeQ implementation also increased the efficiency of the team that manages the CEZ Group's print environment. As a result of YSoft SafeQ and the use of one integrated service provider, user help requests are reduced to no more than 30 per day.

CEZ Group also found Y Soft's customer service a benefit. Aleš Novák said, "The team from Y Soft was professional and had a customer first approach. We experienced quick responses to our needs and suggestions."

The ability to reprint favorite print jobs and the convenience of pull-printing contributed to YSoft SafeQ's quick adoption with employees. Long-term employee feedback also confirms the reliability of the solution, its intuitive user interface and security.

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