



KONICA MINOLTA IN COLLABORATION WITH TYPHOON HOUSE

IMPROVED COST EFFICIENCY FOR
SANTANDER INTERNATIONAL BY 30%
IN THE MIDST OF A PANDEMIC



INTRODUCTION

A highly collaborative relationship between Isle of Man based Managed Print provider Typhoon House and Konica Minolta resulted in the successful deployment of a Managed Print Solution for Santander International that will improve cost efficiency by 30%, enhance agility and support regulatory compliance across multiple Jurisdictions – all in the midst of the pandemic.

CUSTOMER CHALLENGE

With an ageing fleet of both HP and Xerox devices in Santander International's Isle of Man and Jersey offices deemed no longer fit for purpose – Five-Star service accredited Konica Minolta partner Typhoon House was tasked with delivering an efficient, secure and agile print management solution.

Led by Santander International's desire to consolidate the fleet and achieve greater control of their printing and scanning processes in terms of cost and security, Typhoon House and Konica Minolta worked closely with the bank to design a managed print solution that would achieve these objectives – a Managed Print solution would be a first for both of their Isle of Man and Jersey offices.

The final specification comprised workflow software platform YSoft SafeQ 6's Enterprise Solution rolled across the majority of their 17 existing bizhubs in the Isle of Man and 11 next-generation Konica Minolta bizhub Multi-Functional Devices (MFDs) in Jersey.

Specific attention was paid to ensure that secure release printing could be achieved anytime, anywhere, on any Island – a particularly important feature to support the remote and agile nature of Santander

International's island-based teams. Typhoon House and Konica Minolta further supported Santander International by incorporating the bank's on-site security access passes to enable printing access for maximum visibility and control.

With a staggered rollout programme set to start just as the Covid-19 pandemic unfolded, Typhoon House and Konica Minolta quickly reacted and adopted a highly alternative approach to keeping the project on schedule and without compromise to team safety.

As travel to each of the island-based offices was impossible, Konica Minolta's service team built the 11 MFDs to Santander International's specification and arranged delivery to the client's Jersey office. Typhoon House deployed their expertise remotely to configure the hardware and ensure the new MFDs were operational quickly and smoothly with next to no inconvenience to the day-to-day operation of the bank, while

Konica Minolta provided remote support to Santander International's own IT team as they installed the SafeQ 6 software.

From helping Santander International to identify its needs and scope out requirements, through to the remote installation and switch-on – this project was a true celebration of the highly-collaborative partnership between Typhoon House, Santander International and Konica Minolta as well as YSoft SafeQ.

OUR SOLUTION

The successful rollout of Konica Minolta's bizhub fleet provides Santander International with a standardised print environment that delivers a range of benefits, including:

- **30% cost-saving**
Thanks to secure key card access and complete user-visibility, Santander International's staff will become more print considerate and help to deliver 30% print cost savings in year one.
- **Enhanced agility**
Santander International's two island-based operations now have the tools to print easily and securely from anywhere at any time - which provides better access to documents and delivers greater operational efficiency and flexibility in an agile age.
- **Collaborative relationship**
Working closely with experienced partners who understand and embrace Santander International's print challenges first hand provides complete peace of mind and ongoing support as the future needs of the business flex and change.
- **Enhanced regulatory compliance**
Greater use of print controls as well as improved user ID reduces the risk of data security breaches and helps to improve regulatory compliance.

"I have worked with Debs, Tim and all the Typhoon House team since 2017. Their service and delivery combined with their partnership with Konica Minolta has been absolutely 5-star. Typhoon House and Konica Minolta always put their client's requirements first and deliver exactly what they promise. The SafeQ and MFD deployment in the Isle of Man and Jersey is a major and important project for Santander International and has been rolled out flawlessly. Working together as a team we overcame the challenges of completing this project during a global pandemic. I have no hesitation in recommending Typhoon House, Konica Minolta and SafeQ for any managed print requirements."

Ernest Lotz
Head of Technology – Santander International





LET'S TALK