

Customer Case

IBM extends managed services to include print

ABB Spain

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IBM provides managed infrastructure services for ABB Spain, acting as a single point of contact for all IT and print related matters. Print services are facilitated via IBM's global strategic alliance with Ricoh. With access to more versatile and effective technology, ABB's employees are able to work more efficiently. The scalable service has improved the engineering group's business agility.



Managed Services

Headquartered in Madrid, ABB Spain is a leader in power and automation technologies, employing 2,216 people and achieving revenues of EUR 658 million (USD 889 million) in 2012. ABB specializes in working with industrial and utilities companies to improve their performance while lowering their environmental impact. IBM provides managed infrastructure services for the group, supporting its global business activities through the delivery of expertly provisioned IT services.

The infrastructure services are optimised at regional level. For ABB Spain, IBM has extended its support to include print. ABB Spain has outsourced management of its printer fleet to IBM who, through a strategic relationship with Ricoh, provide print as a service. IBM now acts as a single point of contact for all IT and print related matters.

Print as a Service

ABB Spain had a fragmented print infrastructure. There was little cohesion as equipment had been supplied by different vendors. When there was a problem, it wasn't always clear who would provide support. ABB Spain was keen to improve print services and simplify contractual arrangements by outsourcing device management.

IBM was able to provide a comprehensive one-stop solution by extending its managed services to include print. Working in partnership with IBM, Ricoh rationalised the printer fleet, installing more effective technology. IBM supports the infrastructure, managing the network and servers, providing helpdesk support and replenishing toner.

Objectives

- Outsource device management
- Simplify contractual arrangements
- Optimise printer fleet
- Improve user satisfaction
- Reduce administrative support

Solution

- Extend existing IBM agreement
- One-stop service provider
- More effective technology
- Proactive helpdesk support
- Managed service provision



IBM manages our IT and print infrastructure. Print is provided as a service. IBM's service is effective, affordable and scalable. Outsourcing print management to IBM has improved our business agility."

Javier Pérez, Country IS Manager, ABB Spain

Optimised Print Infrastructure

A strategic global alliance with Ricoh enables IBM to include print as an extension to its managed infrastructure services. Ricoh analysed ABB Spain's existing print environment, identifying opportunities for improvement. Ineffective multivendor technology was replaced with an optimised fleet of multifunctional products (MFPs) and printers.

The new technology is incredibly versatile, providing the means to print, copy, scan and share information in colour and black-and-white. Standardising on a common platform has made the fleet easier to use and to support. The Ricoh devices share a uniform print driver and users are instantly familiar with the intuitive operating system.

An integrated print management solution provides control over the print environment and facilitates secure printing. Authenticating themselves at a Ricoh device, ABB employees can release print, scan documents and make copies. Rather than print to a specific device, users can collect work from any convenient MFP or printer, improving access and mobility.

Improved Business Agility

IBM's service desk acts as a single point of contact for all IT and print related issues, simplifying support. Using Ricoh's @remote service utility, IBM monitors individual machine performance and arranges service intervention when required. A dedicated on-site technician replenishes toner and gives deskside support.

ABB's print infrastructure has been transformed. With access to more versatile and effective technology, ABB's employees are able to work more efficiently. Secure printing, reliable technology and an effective service regime have increased uptime. User satisfaction, which had been an issue, is massively improved.

From a strategic vantage point, the solution has improved business agility. Print is provided as a scalable service. No management time is wasted by ABB Spain on administration and support. Capital costs related to the print infrastructure are now treated as operating expenditure with prints billed, as consumed, against a transparent price structure.

Results

- Print provided as a service
- Versatile easy-to-use technology
- Secure print solution
- Real-time device management
- Automated toner replenishment

Benefits

- Managed IT and print services
- More effective infrastructure
- Improved access and mobility
- Reduction in capital employed
- Increased business agility

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