# Volksbank Reutlingen Secures Printing with Nuance SafeCom.

**Challenge**
– Improve printing security
– Comply with applicable
   regulations

**Solution**
– Nuance SafeCom

**Results**
– Secured printing
   requiring authentication
– Choice of where to
   pick up printouts
– Reduced printing errors
– Decreased paper waste
– Reduced number of
   printers by 33%

## Summary

When Volksbank Reutlingen, a 155-year-old German consumer bank, needed to renew its printer maintenance contract, it wanted to improve security for each device. This was no small feat; the bank's total customer volume was €2.9 billion at the end of 2016, with total assets of €1.3 billion and 310 employees across its headquarters in Reutlingen and 20 local branches.

However, the IT team knew that each printer could be a security risk. Not only could the devices be manipulated electronically, but human error and forgetfulness – namely, leaving confidential printouts unattended on machines – could expose the organization to data breaches. And there was no way to go paperless; new regulations required multiple printed copies of contracts.

**Volksbank Reutlingen**

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> "With Nuance SafeCom, we can ensure that all of our staff can print documents confidentially, and additional functionalities mean that assistants can still pick up printouts for their managers."

Berthold Loritz, Head of IT
Volksbank Reutlingen

### Secure Printing with Nuance SafeCom

With printing security in mind, Volksbank Reutlingen put out an RFP for printers, maintenance, and solutions to secure its documents. After reviewing proposals from providers approved by Fiducia & GAD IT AG, the central IT service provider for Germany's network of Volksbanken and Raiffeisenbanken, Volksbank Reutlingen chose new multifunction devices that would run Nuance SafeCom, which would provide secure printing and access control. Nuance SafeCom would require users to authenticate at the multifunction devices to release print jobs.

Additionally, Nuance SafeCom would allow Volksbank Reutlingen to reduce the number of printers it needed to support. Previously, the bank used workstation printers to ensure document confidentiality and security, which was required by regulations. However, with the addition of Nuance SafeCom, installed on all the multifunction devices in the organization, employees authenticate themselves at the devices with access cards and release print jobs, thereby removing the need for workstation printers for security purposes while still complying with regulations. The IT staff has set up assistants' accounts to collect jobs for their managers, which expedites requests and saves managers time.

"With Nuance SafeCom, we can ensure that all of our staff can print documents confidentially," said Berthold Loritz, head of IT at Volksbank Reutlingen. "We no longer have printouts with sensitive staff or customer data being left at the printer, and additional functionalities mean that assistants can still pick up printouts for their managers."

Additionally, authentication at the multifunction printers has also reduced errors. Users can choose whether to print or delete jobs on the display, thereby reducing paper waste as well as improving security.

Using Nuance SafeCom has also been helpful for the IT team itself. They now can control who has access to certain functions of the multifunction devices, and they also use Nuance SafeCom to process their printer fleet reports.

### Adding a Dash of Convenience to Secure Printing

When most people think of information security, they don't necessarily think of convenience. However, Nuance SafeCom has added just that: a measure of convenience for Volksbank Reutlingen's staff. They can release their print jobs from any multifunction device in the organization, which is especially useful for customer advisors who travel between bank branches. For example, a customer advisor that has a meeting the next morning at a local branch can send a print job from the main office the day before, then swipe their card at the multifunction printer at the branch to collect the print job, saving them the hassle and risk of carrying printed sensitive documents overnight to a location.

For Volksbank Reutlingen, Nuance SafeCom continues to be a lynchpin of its secure printing and compliance strategies. In addition to keeping print jobs from falling into the wrong hands, Nuance SafeCom has reduced paper waste and errors, enabled the IT team to better control printing, made it possible to eliminate extra printers and the maintenance that comes with them, and added a measure of convenience for employees who travel between locations.

To learn more about Nuance document imaging solutions please call 1-800-327-0183 or visit nuance.com

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