

NEN sets a new standard in print savings with Nuance Equitrac.

Challenge

- To reduce print volumes and incidents of printed documents left unclaimed
- To lower energy consumption associated with printing
- To turn paper hardcopies into digital documents

Solution

- To deploy Nuance Equitrac intelligent print management software
- To roll-out energy efficient multifunction devices
- To implement a scanning module with secure print release function to aid security

Results

- A 33% reduction in print output, and a 15% saving on paper costs
- Energy consumption lowered
- Unclaimed print output no longer left unattended on devices

Profile

The world is changing quickly and becoming increasingly more complex. Society requires order, safety and sustainability. Innovation is essential in this regard. Standardization is a powerful instrument that ensures the necessary coordination, in order to be able to achieve both corporate and social objectives. As a non-profit organization, NEN brings together interested parties to enter into jointly applicable agreements and facilitate their implementation. NEN also offers an access point for market players in international decision-making which enhances export power.



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Edwin van der Zijden
NEN’s head of facilities

Challenge

When one of your business goals is to be as eco-friendly as possible, taking a good look at your print output can often reveal some surprising truths about where both energy is being consumed excessively and where money is being wasted unnecessarily.

As an environmentally-conscious organization committed to lowering its carbon footprint and operating sustainably, NEN—the Dutch national standardization institute which for almost 100 years has represented the Netherlands in all European and global standardization networks—worked in conjunction with an authorized Nuance reseller to find an efficient way to slash the 1.5 million pages it prints each year to a more acceptable amount.

Thinking twice before hitting print

As part of its objective to reduce its print output, NEN wanted to make the 280 employees based at its Delft headquarters think twice about printing to reduce not just print volumes, but, in turn, the money and energy the company spends on print.

“As a company committed to caring for the environment, we had to stop staff from printing so much,” stated Edwin van der Zijden, NEN’s head of facilities. “Too much paper was being wasted so we had to encourage staff to work digitally, which could be achieved if we introduced a digital document workflow process with a document capture and send element.” Furthermore, with so much confidential data within the company, Edwin was concerned that the documents printed and left unclaimed on devices could fall into the wrong hands internally or, in a worst case scenario, externally. “We needed to bring control back to print. Not just with respect to print volumes, but also to document security,” he added.

Equitrac—simple to deploy and delivers rapid results

It’s a goal that NEN and the reseller achieved using a combination of multifunctional printers (MFPs) and an intelligent print management solution. The MFPs reliability, low running costs and excellent print quality stood out when the reseller recommended them, but the most significant benefit for NEN in this era of heightened concerns about environmental consciousness, is that the MFPs emit no CO² emissions. This fits perfectly with the company’s desire to limit its impact on the environment. Completing the company’s document workflow make-up and working in conjunction with the MFPs, is Equitrac. Its Capture & Send capabilities deliver advanced print, copy and scan functionality through a single interface at the MFP. Designed to empower users with options to print only what they need and scan when they can, it combines powerful print-and-scan capabilities into a single application. As many organizations have discovered, Equitrac Capture & Send turns MFPs into an essential tool for eliminating all non-essential paper in an organization.

Its compatibility with print drivers ensured that its deployment at NEN was hassle-free. Today, Equitrac offers NEN complete print accountability, driving better control over document costs and increased security, which leads to a reduced burden on IT budgets for both small and enterprise-class organizations.

With Equitrac—which is compatible with a mix of MFPs and networked printers from a variety of manufacturers - Edwin found his solution. He explains: “Equitrac has two benefits from a security and environmental perspective. First, documents can now only be released using a swipe card, or if the staff member forgets their card, via a PIN. This means that no longer are there any unclaimed documents left on a device.” The second factor has as much to do with human nature as it does technology. “Now staff have to swipe a card to retrieve their prints, they’re more inclined to think twice about whether they actually need to print. Increasingly, they’re choosing not to. Working digitally is now part of their mind-set, which is what we wanted to achieve.”

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500,000 documents no longer printed

In conjunction with Equitrac and the renewed print mindset within NEN, Edwin points to an impressive reduction in print. “We have gone from a situation of printing 1.5 million copies annually down to one million, a reduction of 33% and a 15% saving on paper costs. We’re now scanning and capturing about 50,000 documents a year, from incoming post and invoices.” This has been achieved thanks to Equitrac’s easy to use capture and send capabilities, which have helped to eliminate all non-essential paper. Also contributing to the company’s reduction in print output and costs is a default setting which ensures all documents are printed in black and white—unless the user chooses for them to be printed in colour—while printing on both sides of paper has helped NEN reduce the amount it spends on copier paper.

The considerable print reduction the company has achieved has not been at the expense of user

convenience; should a chosen print device not be working, Equitrac gives employees the option to print to another device, so their productivity at work is not impacted by print-device downtime.

Edwin said: “Equitrac has never let us down and I’ve never had any complaints about the solution. The Equitrac and the MFPs complement each other perfectly and have helped us achieve our goals.”

Striving for a leaner future

Today, printing at NEN has become so efficient that, looking ahead, the company is considering paring back its current fleet of 13 MFPs to just eight, which working in conjunction with Equitrac, it anticipates will be well able to cope with the greatly reduced print demands now placed on its print fleet.

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

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