

After moving the print fleet into freely accessible corridors, LBV needed to find a way to keep the printing confidential. Lexmark offered a perfect and customized solution with the PrintHere concept.

## Every print out is confidential. Lexmark makes PIN authentication the standard across all public authorities.

### The Organization

The Landesamt für Besoldung und Versorgung, LBV, pays salaries, pension benefits, child benefits and assistance to civil servants, employees and pensioners in Baden-Württemberg. LBV employs some 800 people, who print about 4 million pages a year.

### The Challenge

A proprietary dialogue-based system ensures that more than 350,000 people receive their benefits. Because room was urgently needed for new employees, it was decided to use the archiving area. Until then, it had provided a secure place for confidential records that were slowly being replaced by electronic archives. "The archiving area also contained the printers. Usually several per room so we could quickly bridge a defective printer," explains Alexander Demel, Project Manager at LBV.

Where to put the printers? There was more than enough space in the corridors and halls. But no security. There are a lot of people here during consultation hours. "Almost every document that is printed at LBV contains personal data that are not intended for anyone else. We had to take that into account," explains Bernhard Klink, System and Support Manager at LBV.

"So we started looking for a printer manufacturer with a solution. Authentication cards were discussed and dismissed. They couldn't be integrated with the existing employee cards and the costs for readers and management didn't fit the defined budget."

"It was important that employees could access their print outs quickly and in a secured way. Short waiting times for the first sheet and high print speed were an absolute must," explains Demel. High print speed also meant the company needed less printers.

"Our collaboration was professional and efficient."



Landesamt für  
Besoldung und Versorgung  
Baden-Württemberg

– Dirk Gerkenmeier, Lexmark and  
Andreas Schink, LBV

### The Solution

Lexmark offered the required flexibility with their PrintHere concept. More importantly: "Lexmark's PIN authentication offered an exciting alternative to the card solution. The infrastructure was based on a new multifunctional printer with an alphanumeric keypad. There was only one problem: we were too early, the devices weren't commercially available yet," remembers Vladimir Bozin, Network Manager at LBV. "Innovation is the name of the game here, so we simply thought we'd be the first in Germany to use them."



Said and done. The first test devices were ready and waiting at Lexmark's Customer Service Center in Dietzenbach. Together, they mapped out a picture of a possible printer infrastructure.

The Lexmark solution entered the bidding process with a promising concept, as well as with a high customization demand, as Klink explains: "Lexmark won the bid with their secure and cost effective solution. Customization was now needed because confidential printing is an option that is selected by tapping the touch screen a few times. We wanted something different! To save time and increase user friendliness, the option had to be the default. From the user's perspective, this means that the printer's touch screen only has two menu items: Confidential printing and copying, that's it."

#### Custom solution with Lexmark's professional services team

It was now the programmers' turn. Dirk Gerkenmeier, Application Consultant at Lexmark Professional Services, explains: "A custom solution like the one LBV wanted isn't available 'out of the box'. The project starts in the sandbox, so to speak. But Lexmark's Document Solution Suite (LDSS) meant that basic applications were available. So we built on them." Pragmatism and the ability to deliver on time were essential. "Integrate databases, write interfaces and scripts, and personalize file systems. At the device level we customized the user prompts and programmed the display according to the requirements." The result is a perfect answer to LBV's needs that proves itself in day to day business. Every print out is now only available by entering a PIN at the device; no sheet can lay around in the printer unsupervised.

#### Professionalism on both sides

A virtual server platform characterizes the new solution that enables documents to be printed from anywhere (PrintHere). The professional work of LBV's IT staff made going live a smooth operation. Small details were intelligently solved. Instead of automatically assigning PIN codes, LBV introduced wish codes. "People don't forget them as quickly and they increase the acceptance of the new PIN solution," reveals Klink. The Lexmark sales and service partner, Datagroup IT Services GmbH, took care of the secure and fast roll-out and guaranteed the availability of the new Lexmark devices.

#### The Result

"We needed fast and powerful MFP's and printers. Users weren't supposed to wait for their print outs. The devices print 45 pages per minute. And the life time is important. The new Lexmark devices have taken over part of the workload of our two previous high-performance printers. After 13 months, a printer has 215,000 pages on its counter," explains Andreas Schink, Network Manager at LBV.

Together with Lexmark, the printer fleet was reduced from 140 to 60 printers. Almost half are multifunctional devices. "This enables us to save purchasing and operating costs."

And the IT staff? "They're absolutely satisfied. The support effort is considerably lower," is how Vladimir Bozin, Network Manager at LBV, conveys the atmosphere.

Every print job that is requested at a desk is now stored on a print server. At any printer, the user enters his/her PIN to access his/her print jobs. This protects every document from unauthorized access.

"Our most successful solutions are even being used in other Federal States. We can pass on the positive experiences we've had thanks to Lexmark. This enables the efficient State to become reality rather than remain a cliché."



**"No document is allowed to lay around in the printer unsupervised. Lexmark provided us with a custom solution."**

– Bernhard Klink  
System and Support Manager  
LBV Baden-Württemberg