

A Smart Printing Concept for nobilia Germany

With its sales figure of more than 743 Million Euros and about 1,960 employees, nobilia is the largest built-in kitchen manufacturer in Germany. Perfect processing, individualised customer service and good value for money are part of nobilia's recipe for success. When it came time to find a new printing concept solution for the main and secondary plant, as well as the Europe-based sales offices of this kitchen specialist, Janson & Even convincingly used these same ingredients to beat out the competition. Within two months, the Gütersloh branch of this Paderborn-based company specialising in IT and paper output management systems successfully installed 250 multi-function products (MFP) from Sharp with software support solutions, thereby creating the basis for considerable cost savings.

Efficient output management solutions are often neglected by many companies. Yet, there is a great deal of potential for savings exactly in this area. The printing concept solution for nobilia is proof of this: „It was important to us to find a solution that would permanently reduce office communication costs but wouldn't be limiting,“ explained Dieter Kirschner, Head of IV/Org for nobilia Germany, „Janson & Even's analysis of our current situation revealed that the potential for this was there.“

This analysis was followed by an integrated solution concept focused less on device consolidation and more on the reduction of employee workloads by simplifying operations, primarily by using modern MFPs from Sharp. The open system architecture of the devices, abbreviated OSA, forms the foundation for this solution: „It transforms our systems into a gateway to a company's network with quick access to all documents and data. Integrated software applications can be used directly from machine displays, which considerably increases employee productivity,“ noted Torsten Bechler, Product Manager for Information Systems at Sharp Electronics Germany/Austria.

Modern hardware and intelligent software solutions

Sharp's MFPs combine high-performance printing, scanning, copying and faxing results with intelligent software solutions. Using 23 machines from the Sharp MX-M503N series, for example, employees in nobilia's internal sales department can „pick-up“ their print jobs at any of the printers on the network. The documents are first cached and assigned to the user. Then, users can „activate“ the print jobs directly in the system using their time cards.

Even documents that have been centrally received on a fax server can be cached using this system and then printed out on any device on the company network. This is made possible by the software extension developed by Janson & Even called „JE Printcapture“ that attaches essential user information to actual print jobs and thereby ensures that the documents are clearly assigned to employees. nobilia is also using other practical program extensions developed by these IT specialists, including the „JE Boxprinter“ for scheduled printing of user jobs and „JE Mailprinter“. The latter puts emails with attachments into a single print job and thereby ensures that documents are printed in the right order. Another optimised process that nobilia is benefiting from is that employees can scan documents directly from the MFP into their email in-boxes or send them



Nobilialia head office in Verl, Germany.

to other email addresses. The MFPs have also been connected to the existing Kofax Communication Fax Server using the Sharp OSA. Now, users can access this server from any of the multifunction devices. Documents can also be filed directly into the digital archive system.

„Against the general trend, we did not have to do much consolidation at nobilia. So, to a large extent, most of the workflows could be kept as

Smooth operation through remote maintenance



nobililia[®]

Janson & Even
Office- & IT-Lösungen

they were. By using more cost-efficient systems combined with innovative solutions, however, considerable savings could still be achieved," commented Martin Müller and Regina Schneider from Janson & Even's Gütersloh-based project management team on the advantages of their solution.

Smooth operation through remote maintenance

To ensure the smooth operation of the new printing system, all devices are remotely maintained by Janson & Even. The „Printer Administration Utility“ (PAU) from Sharp with its innovative remote functions provides the technological basis for this service. For example, when a toner level is low, a message is sent directly to the service centre. Additionally, nobilia's employees can contact the office-specialists' support team via the Internet and the remote maintenance system can be used to analyse and even fix malfunctions online. Depending on the message or diagnosis, supply materials will be delivered or, if needed, service representatives will fix malfunctions on-site.

„With this integrated solution concept, nobilia Germany, together with Janson & Even, successfully achieved an ambitious goal that had the highest of demands. With hardware from Sharp, this kitchen specialist is not only technically up-to-date, but also well-armed for the future,“ noted Torsten Bechler. Dieter Kirschner added, „After the contract was won, it only took two months to get the MFPs delivered, installed and up and running in our branch offices. Since then, the systems have been running perfectly, thanks in large part to the dependable service and maintenance provided by Janson & Even. Our investment in these new devices and systems has already paid off.“



The team of Nobilia and Janson & Even employees who were responsible for the implementation.

nobililia Germany

Quality made in Germany, perfect processing, individualised customer service and good value for money are nobilia's success factors. With its sales figure of more than 743 Million Euros and about 1.960 employees, nobilia is the largest built-in manufacturer in Germany. The two factories in East-Westphalian Verl count among the most modern and productive manufacturing sites for kitchen furniture in Europe. Almost every third kitchen sold in Germany is a nobilia kitchen. The export quota amounts 37 %. The nobilia range offers a wide spectrum. From modern to trendy, classical and timeless through to the Mediterranean cottages style - nobilia kitchens cover about 80 percent of the market. A cleverly structured range of types enables individualised design solutions, tailor-made to perfectly fit every kitchen floor plan.

Janson & Even Group

Since 1983, the Janson & Even Group from Paderborn has established itself as one of the leading providers of office communication systems. With a total of 65 employees, over 12.000 customers and more than 35.000 installed copy and print systems, the company has a broad array of experience in the field of business IT.

Sharp Electronics (Europe) GmbH

Sharp Electronics (Europe) GmbH has its registered office in Hamburg and is a subsidiary of the Sharp Corporation in Osaka, Japan. The company has been the headquarters for business in Europe since 1968 and in this function controls the activities of Sharp in Germany and Austria. Sharp is one of the leading developers and manufacturers worldwide of LCD technology and core digital technologies which are playing a substantial role in the innovation of electronic products for private and business use. Sharp Electronics Europe has set itself the target of improving people's quality of life with its use of state-of-the-art technology and its belief in innovation, quality, value and design.

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