

Banco Sabadell looks to standardise its IT platform to increase competitive advantage



BancSabadell

Caràcter emprendedor

“Thanks to the collaboration agreement reached with HP, we have equipped our branches with the most advanced printing systems available on the market. We have also applied principles of accessibility and integrated our current systems, all of which enables us to focus on the sales function and deliver significant improvements in productivity. At the same time, the introduction of an infrastructure which is based on digital technologies brings us one step closer to creating a paperless bank. All of this makes our processes more efficient and delivers a better service to our customers.” Toni Padilla, director of production and platforms, Banco Sabadell

Objective:

Banco Sabadell wanted to update and standardise its IT platform in order to add a competitive advantage to its business.

Approach:

- HP provided a Managed Print Service solution with the some of the most technologically advanced equipment on the market. The solution included the standardisation of the bank's entire print fleet managed by a five year maintenance contract.

IT improvements:

- Standardised micro-computing platform.
- Use of the most technologically advanced printing equipment on the market.
- Improved availability and performance.
- New capabilities such as colour printing, digital capture and processing.
- Reduced maintenance costs.
- Control over printing costs.

Business benefits:

- Improved productivity.
- Enhanced customer satisfaction.
- Reduced amount of paper handled and stored.



Banco Sabadell is Spain's fourth largest banking group, which is comprised of different banks, brands, subsidiaries and part-owned companies covering all areas of the financial business sector under a common denominator: professional performance and quality.

A young, highly-qualified team, with the most modern, up-to-date technological and commercial resources and a multi-brand, multi-channel organisation focusing on the client enable Banco Sabadell to occupy a prominent position in the personal and corporate banking markets, both in Spain and abroad.

With total assets of over €52 billion and a market capitalisation greater than €7,500 million, Banco

Customer solution at a glance

Primary hardware

- HP Color LaserJet CLJ3800 printers
- HP LaserJet 4345MFP
- HP Compaq dc7600 SFFn Desktop
- HP Color LaserJet CM 4730MFP

HP Services

- Five year Managed Print Services

Sabadell today employs about 9,500 people, focussed mainly on the financial needs of small-medium businesses, medium-high income customers and professionals.

New IT supplier sought

Historically, Banco Sabadell has always stressed its capacity for innovation and intensive use of Information Technology.

Throughout 2006, Banco Sabadell conducted the program PROTEO as part of the Value and Growth 2005-2007 (ViC07) plan. It involved the fulfilment of the vision of future technology in the banking sector, placing Banco Sabadell as one of the technological references in the European banking market.

The program, which consisted of providing the latest technology to the online market, ensured reduced time spent on low-value-added tasks, providing offices with the training and commercial tools necessary to provide customers with a quality, flexible and personalised service.

In order to implement the renewal of their print devices, the bank launched a tender among the major manufacturers with the aim of renewing its fleet of printers, multifunction equipment and computers in all offices throughout Spain and its corporate centres.

Banco Sabadell was looking for a supplier to update and standardise its micro computing platform as well adding functionality such as colour printing, digital capture and processing. They reached an agreement

with HP valued at approximately €7 million, one of the most important made by HP within the banking industry.

Why choose HP?

With this agreement, Banco Sabadell has control over printing costs through a five year Managed Print Service contract, lower maintenance costs, and a standardised print fleet comprising of 1,300 HP Color LaserJet CLJ3800 printers, 1,300 HP LaserJet 4345MFP Multifunction Printers and 6,000 HP Compaq dc7600 SFFn Desktop PCs in all their branches, as well as 100 HP CLJ4730MFP installed in the head offices. This was a smaller number than before, yet the aim was to improve availability and performance of its technological infrastructure.

Benefits for the bank

Using the HP equipment has improved the response time that Banco Sabadell handles the digital capture of information, especially high risk records. Also, the solution has significantly reduced the amount of paper handled and stored.

The commercial proposals that were previously provided to the client in monochrome are now in colour, which means greater customer satisfaction as the data is more accurate and positively valued.

Overall, Banco Sabadell has achieved a technological advancement for the benefit of its clients and has more efficient and quicker print equipment that provides added value to the company.

To learn more, visit www.hp.com

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