

# Success story with dots Software

How Hanover Revenue Office halves costs 7 million times each year



## Hanover Revenue Office

Hanover Revenue Office and dots go back a long way – the office’s inhouse printshop introduced dots Software for electronic print job submission back in 2000. Since then, a select group of employees have been able to submit jobs straight from their desks to the printshop. The print data was accompanied by an electronic job ticket – this has raised the efficiency of print production and made it substantially easier to allocate costs.

## The challenge

Attempts to link more people to the system have foundered owing to the hybrid nature of the office’s IT environment. Print data submission via e-mail was not a satisfying solution.

The transmitted data volume overloaded the mail servers and also the job ticket functionality was missing. Therefore effectiveness gains were low and the revenue office ultimately decided to search for a way to integrate all 12,000 of its employees into a new printing concept.

The solution would have to adapt to the given IT infrastructure and permit user administration across multiple LDAP databases.

## The solution

A request for tenders went out – and again, it was dots Software that made the running, with iSWT. Alongside all the tried-and-tested functions of dots Cockpit JTX, the iSWT solution comprises a web-based portal which now enables all 12,000 of the office’s employees to order their print jobs quickly and conveniently from the inhouse print shop – irrespective of the operating system on their own desktop workstation.

## Integration

In 2007 dots distributor partner IQprinting installed the software at Hanover Revenue Office and managed the challenge of integrating the LDAP databases. As a dots software distributor and print application specialist, IQprinting delivered local support to Hanover Revenue Office during the rollout phase, training staff and helping them begin productive operation with the system.

## The gain

Within months of the rollout, users had shifted substantial print volume to the printshop. Around seven million pages are now produced there each year – professionally and efficiently. An added extra are the savings: each of these seven million pages now costs less than half as much as production on a workgroup copier.



Oberfinanzdirektion Hannover

## Profile

- Employees: 647 in Hanover, 12,573 in total in Lower Saxony
- Hardware: several distinct printers and photocopiers
- Print volume: ~ 7 mn pages each year
- Print products include booklets, A6 to A3 format, e.g. courseware, teaching templates or inhouse newsletters, business cards, invitations and index cards

**“We don’t see our office as a stand-alone section of public administration. It’s part of a much bigger picture. We’re a service provider and, with dots iSWT, we can also communicate our knowledge outside.”**

Wilfried Schmidt, Internal Services manager, presidium, Hanover Revenue Office