

A blue-tinted background image of a man with a beard and glasses, wearing a suit and tie, looking down at a document. The image is partially obscured by the white text of the section header.

# How print management helped Mizuho: one of the largest financial institutions in the world

## see more

In 2007, Karlson started working with Mizuho International (MHI), the Securities arm of Mizuho Financial Group. Approached initially by the Head of IT to take on the responsibility of servicing the desktop printers within the business; Karlson responded by requesting the involvement of the MHI facilities management team. Steve Todd, Director at Karlson, comments,

**“We wanted to understand why there were so many desktop printers in the business because we knew from experience that there was money to be saved, and productivity to be gained, from a more informed solution.”**

By demonstrating a consultative and forward-thinking service style, Karlson were engaged to conduct a complete print audit of the MHI's business and make

recommendations for an entire print fleet. As a first step, Karlson recommended a solution whereby device numbers would be reduced, while retaining the current fleet and security software SafeCom; a Nuance Communications solution, which enabled more secure and greener printing throughout the business.

Following seven years of first class print support and regular recommendations – Karlson worked with Imaging Solutions specialist Nuance to refresh the Mizuho International fleet in 2014. All the floor standing MFPs were replaced with more suitable technology and the unnecessary desktop printers were reduced, producing cost savings. Along with Nuance's secure print solution SafeCom which was installed in 2007, its secure scanning solution, AutoStore, was added to the fleet. This enables all documents scanned to not only go straight to email, but also directly into the business-wide server and folder system.



## share more

In 2015, Impressed by the performance of Karlson, Mark Toms made an introduction to Nick Christian, Head of Client Services IT at Mizuho Bank. With approximately 850 staff, the London Branch is the largest of Mizuho Bank's offices in Europe, Middle East and Africa. Karlson's remit became part of the 'One Mizuho' ethos, an internal change programme to further integrate Mizuho International and Mizuho Bank where possible. With plans for both entities to move into a brand new, shared building in 2016; the businesses needed to consolidate their print assets and further improve the environmental impact of their print and document solutions. Karlson conducted a full Mizuho Group print audit and proposed a combined consolidation and improvement solution, while Nuance recommended ways to update document management and security software, using Output Manager. Created especially for high security businesses like banks and legal firms, Output Manager is cutting edge document management software providing mission critical documents securely, and to the right place, every time.

As part of the One Mizuho project Karlson have:

- Reduced the number of combined Bank and International devices from 300 to 120
- Implemented Nuance's advanced and secure, Follow-You print solution Output Manager
- Rolled out eCopy ShareScan, Nuance's workflow and document automation system

Long term goals of the One Mizuho print and document solutions include:

- Further improvements on service over the new 6-year contractual relationship
- Implement Optical Character Recognition for documentation within the legal and HR departments

## secure more

**"There are many security and document workflow challenges for a financial business-like Mizuho. Our long-term relationship and extensive experience with other complex organisations and departments has meant that we could audit, design and roll out a combined solution within three months. All during a time of upheaval due to the office move, and while respecting internal protocols."**

Stephen Todd, Director at Karlson

## save more

Mizuho Bank and International now have a combined and truly bespoke print and document management solution. Enabled by leading technology from Nuance and other vendor-neutral recommendations from Karlson UK, the One Mizuho solution has helped the business regain control of their print and document processes. Through this visibility, the businesses can better understand the flow of documents around their organisations. Armed with this knowledge, they can make smart changes to gain greater productivity and invaluable cost containment.

**"Many people have been talking about the paperless office for decades, and the latest trend is now smart offices. Technological advances mean we're drawing ever closer to realising these ambitions, but with so many options, every organisation needs help getting started on their journey. What differentiates the best solutions is not just the technology involved, but the approach of the supporting partner. Through a deep understanding of a businesses' needs and the vendor options available, a future-facing solution, with longevity and agility built in, is achievable."**

Stephen Todd, Director at Karlson