

Business Partner



**ABN AMRO
Bank A.O.
success story**

Quality easily

For the Russian subsidiary of international bank ABN AMRO, the high print quality of HP LaserJet printers was achieved without having to alter their AS/400 host applications.

Worldwide banking and financial services giant ABN AMRO bases its success on integrity, teamwork, respect and professionalism – principles that guide its dealings with customers, and its internal operations. When the production of high quality printouts meant changing to HP LaserJet printers, they needed a solution that helped them work seamlessly with the IPDS data format used for printing from their AS/400 applications.

Our local partner in Russia, Nicotech International, was on hand to help the ABN AMRO offices in Moscow and St. Petersburg. Our Dutch Partner, Datascan, had already informed Nicotech of the change to HP LaserJet printers, and Nicotech had already been in touch with the ABN AMRO central office in the Netherlands to propose a solution to ensure a smooth incorporation of the new printers.

Interception and translation

Because ABN AMRO in Russia were using both new and older HP LaserJet models, Nicotech suggested two products that would make the printers IPDS compatible. For the HP LaserJet 8150 printer, they suggested an IPDS DIMM from MPI Tech, a leading supplier of connectivity solutions for IBM host environments. For the five HP LaserJet 4100 and 4200 printers, they suggested the IPDS 100 DIMM, a solution based on the printer's embedded virtual machine (EVM). In both cases, the solution needed only to be inserted into a free expansion slot in the printer, and a check was made to ensure the correct code page was selected for Cyrillic printing. But the attraction of the solutions is not only that they are easy to install and configure, they also require minimal management: in both cases, the solution automatically intercepts, recognises and prints the incoming IPDS data streams on the HP LaserJet printer.



Printed on an HP Colour LaserJet Printer





Nicotech explained the solution to ABN AMRO, and trained the IT specialists how to install and configure both the s.a.x. and MPI Tech solutions. Within a month, customers in Moscow and St. Petersburg were getting statements printed on HP LaserJet printers. The bank got an easy solution for AS/400 printing, without having to alter the host application. The fact that the solution also helped them simplify their printer pool, by eliminating printers from other manufacturers that were only used for their IPDS capabilities, also contributed to their satisfaction. As did the faster production of printouts of a quality that better reinforces ABN AMRO's image as a high value service provider.

Within months the solution had already paid for itself. And because they had made such a competent impression, when an update was available for the printer's firmware, the IT staff contacted Nicotech for help in upgrading their printers – an example of solid teamwork, as advocated by ABN AMRO. By providing professional printouts, while respecting the integrity of the host application, the s.a.x. solution helps ABN AMRO continue to provide better services for its customers.

Relationships rather than products

For further information please contact
s.a.x. at
<http://www.sax.ltd.uk>

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