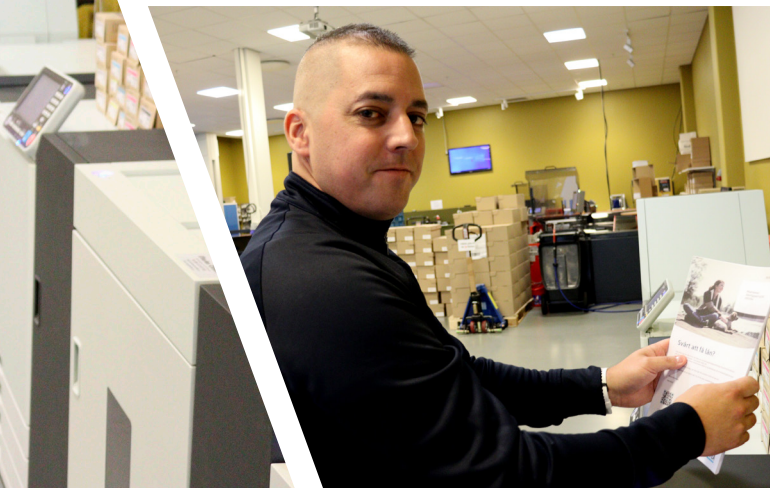




Magnus Jansson,
Head of IT Operations at Svea Bank.



▲ Supervisor Fabian Gendra points out that the new Riso printer is easy to use and reliable.

Duplex printing like never before

At night, the printing is in full swing. During the day, it is all about enveloping. We visit Svea Bank's head office where all transaction printing is done in-house. Now with an inkjet-based reinforcement, a Riso Valezus T2100, which they use to do a lot of duplex printing.

The machine deal was finalised when Riso and reseller Master Office exhibited the Valezus T2100 at the Sign&Print Scandinavia trade fair in early April, where it also had its Nordic premiere. Immediately after the fair, the inkjet printer sold was delivered and installed at Svea Bank. The bank handles all its printing and inserting operations in-house at its headquarters in Solna.

Magnus Jansson, responsible for IT operations at Svea Bank, says that they produce most of the mailings for the bank's customers themselves. Most of it is transactional printing - invoices and reminders, but also debt collection demands and other information. Marketing materials are also printed off and on.

19 200 A4 pages per hour

In the printing department, the majority of A4 sheets are printed on the new Valezus T2100 production inkjet printer. It prints in a cold static-free inkjet process, which means that the sheets do not require any pre-treatment. This reduces the risk of paper curl which also ensures maximum uptime. Svea Bank can now produce up to 320 pages per minute in full colour. In duplex mode, 19,200 A4 pages per hour can be printed on the white sheets - in black and white, full colour or with a combination of both.

The sheet-fed printer use CMYK inks plus an extra grey colour that goes in to enhance tones and shadows. The ink droplets are released on the sheet using drop-on-demand technology. Riso machines are not unfamiliar to the bank. In the past, they have printed with the manufacturer's smaller printer - the ComColor GD 9630. Magnus Jansson said:

'We were a bit worried with the first one that it wouldn't cope with the amount we were printing. We printed 13 million clicks with the first one in just over two years. That's quite a lot, but it was not a problem.'

Twice as fast

In the Valezus T2100 version Svea Bank has chosen, two GD 9630 print engines are interconnected. Magnus Jansson compares it to how it was back in the days when they had two GD 9630 machines, each with a single print engine. They still use one of the machines today.

'We knew what to expect. But this one (Valezus T2100, editor's note) works with two print engines, so duplex printing is twice as

fast. That is what we were looking for. We print a lot of duplex so we get the speed up on that part.'

According to Magnus Jansson duplex printing has become increasingly common.

'You want to get more out of the paper - and use the post-age,' he said laughing.

In addition to fast printing, the capacity to feed paper into the machine is also increased. It has double paper trays and same amount of stackers, so the machine basically never stops.

'It can run for hours on end without stopping.'

The experience since the machine was installed has been nothing but good. He says the Riso machines work as well as ever.

'Very little service is needed. They do not break down. And there is fast service when needed', he said, referring to Master Office. CEO Staffan Lehr, in collaboration with consultant Johan Widerberg of Widerbergs Consulting, has been supporting Svea Bank throughout the Riso journey.

Fixed monthly price

When it comes to the click cost, the bank has chosen to set a monthly print volume at a fixed price. The deal also includes everything - service, machine and ink.

'Compared to other printing solutions, it is cheap. It is a great solution for us.'

Magnus Jansson says that since the beginning, a number of toner machines were in use in the building. Today, only one toner printer remains for the finer printouts. All the others have been replaced by Riso inkjet machines.

As they have increased print volumes over the years, they can see that the print quality is adequate for all transactional data that needs to be printed on four-colour paper. Although there is a lot of black when it comes to the bank's transaction print, there is often colour involved in logos and such.

'There is a lot of black text, but there is almost always a color logo somewhere.'

'We get just over a million clicks a month', he said and added that he is referring to what all their printers produce in total.

'We print pretty much everything at night. So we have night staff printing and then enveloping during the day. That is to keep up with mail handling.'

The jobs stored in the Riso print controller are lined up for

executing print processing. However, this is not used by the bank. Magnus Jansson says that they have chosen to build their own file systems to gain control.

'The actual handling of the data before it goes to print is handled by our own systems. When we want to print, we really just drag and drop the files.'

We put the question of ease of use to Fabian Gendra, the supervisor who handles the machine practically every day. He describes it as reliable and easy to work with. It's just a matter of loading paper and ink.

'They are easy to handle and they print really fast. When the files come in, we start printing the same day. There's not a lot of mess.'

A topic on many people's lips now is rising electricity prices. Worth mentioning in this context is that the Valezus T2100 is energy efficient. No three-phase connection is required to power the 600-watt printer. Contributing to the low electricity consumption is the fact that no heat is used in the printing process. Simply plug the printer's power cord into a standard wall outlet. According to Riso, this is a fraction of what similar sheet-fed inkjet printers on the market consume in electricity.

Easier to read on paper

Magnus Jansson says that it has become more common to receive bank mailings in a digital mailbox. But paper is still very much alive for Svea Bank's customers, he says, referring to studies that have shown that information on paper is easier to digest.

'It's decreasing, but not as fast as we expected. Some people want it on paper. And if you for example send an invoice with a message that you're getting a discount on your next purchase, a physical invoice is much better than getting an email.'

