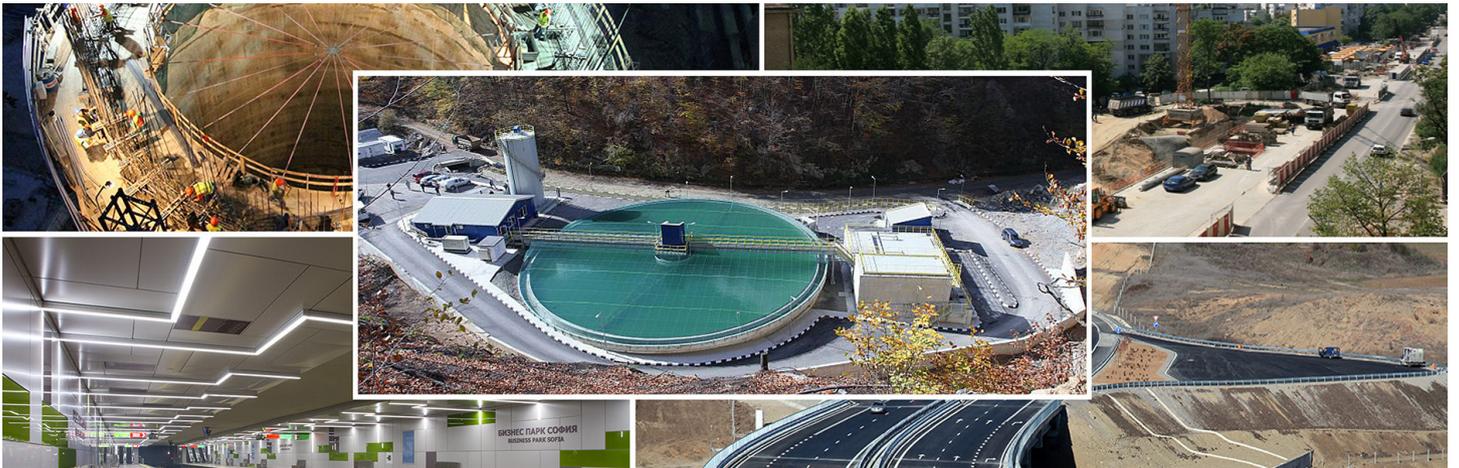


YSOFT SAFEQ™ CASE STUDY

**THE LEADING MINING
AND CONSTRUCTION
COMPANY GEOTECHMIN
SEEKS STABLE PRINT
INFRASTRUCTURE**



GEOTECHMIN WAS GENERALLY AWARE OF THE BENEFITS OF UTILIZING A PRINT MANAGEMENT SOLUTION TO MANAGE THEIR DOCUMENT NEEDS AS THE COMPANY HAD USED A DIFFERENT SOLUTION IN THE PAST

Nevertheless, their constant need was for a more stable printing infrastructure that offered the functionality of secure printing, ease of deployment and maintenance, transparent reporting and system reliability. What made the requirement for obtaining a better print infrastructure even greater was that the company managing their IT needs, ITR Services, is responsible for overseeing more than 50 locations all across the country.

CUSTOMER PROFILE

GEOTECHMIN is one of the leading business groups in Bulgarian economy with significant contribution to the dynamic and sustainable development of the country for more than 25 years. Today GEOTECHMIN Group comprises 22 subsidiaries and has implemented over 1000 successful projects in a wide range of industry sectors such as mining, construction, infrastructure and environment.

GEOTECHMIN was established in 1990, offering consulting and engineering services to its clients. Since its inception, GEOTECHMIN has evolved to become a leading

GEOTECHMIN



KONICA MINOLTA



partner on numerous major projects in industrial construction, infrastructure and mining sectors. Presently GEOTECHMIN Group is managing the entire mine process at Ellatzite mine: from survey, grade control, scheduling, ore blending and processing through infrastructure construction, investment management, trade, environmental impact, site remediation.

GEOTECHMIN's subsidiaries have also been successfully developing their activities in the spheres of civil and industrial construction, strategic infrastructure, trading (including energy trade), environmental solutions as well as real estate and investment projects, facility management, security services and vocational training.

CHALLENGE

GEOTECHMIN required a stable printing infrastructure that would also encompass secure print, ease of deployment and maintenance, transparent reporting and system reliability. The customer was having issues with their previously installed solution that they had been using for three years prior. These issues focused around lack of local support by the vendor.

From the initial stages, the whole implementation process with the former vendor dragged on for six months before a stable platform was even established. Subsequently, any performance issues from then on had to be addressed through the vendor's European HQ which frequently led to downtime of their printing devices; this was especially daunting in the more remote regions across Bulgaria. The time required to run RPS (remote print server) diagnostics sometimes lasted days and even weeks.

To make the challenge even greater, the deployment of new print hardware meant that a technician needed to be on site as the software installation process could not be facilitated remotely.

SOLUTION

Y Soft presented a viable solution to the decision makers at ITR Services (part of GEOTECHMIN Group) by organizing several visitations with existing Y Soft customers in Bulgaria that had already implemented similar projects within their own firms. The feedback on Y Soft and Konica Minolta that the management at ITR Services received was extremely positive, which in turn convinced GEOTECHMIN to initiate a working partnership with Konica Minolta. To date, ITR Services is managing YSoft SafeQ on nearly 200 print devices along with the required support infrastructure of servers, LDAP protocols and databases. Using scripts, ITR Services was also able to customize SafeQ workflow by placing selected end users under a quarantine period for printing.

Without a doubt, our biggest demand was to have a stable printing infrastructure and competent local support established, demands which were fully met after the implementation of the project. The printing and scanning solution installed by Konica Minolta and Y Soft is of key importance for our long term goals to provide clear and transparent business processes within the Group.

– **Svetoslav Marinov**
CEO
ITR Services Ltd,
part of GEOTECHMIN Group

RESULT

One year after introducing YSoft SafeQ as a tool to manage their printing infrastructure and having on demand access to competent local support at their disposal, GEOTECHMIN is confident that their decision to establish a working partnership with Konica Minolta Bulgaria, was the right one.

The greatest single benefit that is continuously voiced with regard to print management at GEOTECHMIN, and crucial to their overall operations, is having information secured via "Secure Print". Other system performance benefits are the transparent cost reporting structure and having a robust cross-department solution in place that is both user friendly and portable. An additional advantage is that it enables employees who travel between work sites and other companies to print on local and external devices alike.

In addition, ITR Services was able to further tailor document handling processes to suit the needs of the company by customizing scan workflows as illustrated in the following examples:

1. Document Navigator Server: via the YSoft SafeQ scan to script function, the customer implemented a cost saving process using OCR (Optical Character Recognition) for all scanned documents (60k+ per month) and also a process for digital signing of scanned documents.
2. Business Intelligence for detailed reporting of data from a YSoft SafeQ database.
3. Using an external script, and via YSoft SafeQ, ITR Services was able to implement workflows for putting end users under quarantine for a designated period; the script is based on specific predefined words and phrases which helped fulfill their internal security protocols.
4. Watermarks were added to scanned documents, also required by internal security policy.

