

Viessmann modernizes with Lexmark Cloud Print Management



Cloud printing transformation: the latest success in long partnership

Viessmann has evolved from a heating system manufacturer to a solution provider for the entire living space, in four generations.

Nearly 20 years ago, Viessmann was one of Lexmark's first managed print services customers. The successful consolidation of Viessmann's print ecosystem globally led to cost savings, greater simplicity, and more flexibility.

Several years later, Lexmark workflow solutions helped Viessmann's company-wide digitalization project to optimize paper-based processes, cut lead times from weeks to days, and reduce paper use by almost 50%.

Viessmann's latest modernization success is a cloud transformation project. The company chose Lexmark Cloud Print Management for its zero-trust network because it is simple to use and flexible. It also integrates seamlessly with other Lexmark products.

The Organisation

Heating, cooling, ventilating: Viessmann ensures an optimum climate and develops intelligent and sustainable energy systems and refrigeration solutions for residential buildings, industry, and commerce. As a family business in its fourth generation, company leaders think long-term. Their purpose: create living spaces for generations to come. Viessmann has approximately 13,000 employees in more than 70 countries.

The Challenges

Viessmann and Lexmark have worked in partnership for nearly two decades to continuously improve the customer's printing ecosystem. Challenges that have been addressed include:

Standardization of the print environment: Viessmann used to source print devices from various manufacturers and relied upon multiple different service partners. This was expensive and complicated to manage. When issues arose printers were unavailable, disrupting important business workflows.

Optimization of paper-based workflows: Important business processes were slow, taking between two and three weeks to complete. Viessmann wanted to cut lead times to 1 day, improve user experience and use less paper.



"The major benefit of Lexmark Cloud Print Management: It is so easy to roll out over the world! [...] It is a very streamlined and efficient solution: easy implementation, easy roll-out, easy integration into other solutions. It allows you to get the information that you need to optimize your fleet, it meets all data privacy regulations, and it helps you to operate your fleet. That is why we would recommend the solution!"

Albert Mohnen
Document Solutions Expert
Viessmann IT Services GmbH

Cloud integration: Viessmann migrated the company's network to the cloud at the end of 2019 and implemented a global zero-trust framework to protect their business against cybersecurity threats. They needed a print management solution that could support this modernization project.

The Solutions

Lexmark Managed Print Services enabled Viessmann to consolidate and standardize its printing environment. One global supplier means fewer devices, a limited number of models, and easier supplies management. The Viessmann team also appreciates having one single point of contact for all service requests including new orders, installations and deinstallation.

Lexmark Workflow Solutions Standardizing their print fleet with Lexmark devices meant Viessmann could successfully optimize their document workflows. A small, streamlined set of solutions from Lexmark has replaced multiple specialist suppliers that Viessmann used to manage different file formats, systems and process needs. Lexmark's workflow solutions were quick and easy to configure to Viessman's business needs, test centrally and roll out globally.

Lexmark Cloud Print Management has helped Viessmann simplify cloud-based print, streamline fleet management and boost security. It has given them the flexibility to integrate non-window devices, Google cloud solutions and Google authentication with their fleet of Lexmark devices. Viessmann employees can now print directly from a wide variety of devices including Chromebooks, tablets, iPhones and Android phones.

The Results

Simplicity, comfort, and flexibility: For Viessmann, having one global managed print services provider means simplicity, more comfort and greater flexibility. Viessmann appreciates Lexmark's flexible and capable team that can solve any problem, anywhere around the world, quickly and effectively. They recommend Lexmark MPS to anyone looking for a global MPS solution.

Reliability: Lexmark hardware has helped Viessmann to eliminate external gateways and third-party software solutions that used to manage their email, SAP, Unicode, and barcode printing needs. Lexmark devices have embedded solutions that solve these issues locally. This means single points of failure have been eliminated, along with fleet-wide issues that are costly to resolve and an inconvenience for users.

Efficiency: Viessmann has slashed lead times for paper-based processes from three weeks to one day with Lexmark workflow solutions. They like Lexmark's focused range of solutions that solve all the problems they face in managing their print fleet and document workflows.

Ease of use: The main benefit of Lexmark Cloud Print Management for Viessmann is that it was so easy to implement. After an initial set up in Germany, Viessmann rolled out the solution to other countries around the world. They were surprised to have no feedback from some countries. When the German team asked if the solution had been introduced, the immediate response was "yes" with praise for how simple and easy it was to do.

Optimization and cost savings: Lexmark Cloud Print Management provides Viessmann with all the statistics and information that they need to operate, manage, and optimize their fleet of Lexmark devices. From individual printer activity to fleet-wide trends, the solution presents detailed information in an easy-to-understand



"Lexmark is a global supplier. It is rather easy for us to recommend Lexmark to anyone who is operating globally. The devices are flexible, the team is very capable [...] and you have a small set of very, very mighty solutions capable of solving every problem that you might face in your daily business."

Albert Mohnen
Document Solutions Expert
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dashboard. This helps identify areas for cost and efficiency savings and has delivered substantial financial benefits for Viessmann.

Simplicity: Viessmann likes how easy and simple fleet management has become since implementing Lexmark Cloud Print Management. As an example, to update firmware or cloud-print agents they simply plan the update and input a time window for it to happen. The solution will take care of the updates at a time that is most suitable for the business.

Security: Lexmark's cloud-based print release solution means that Viessmann no longer sees unclaimed printouts with confidential information lying around at printers. Viessmann also appreciates that the solution respects data privacy regulations.

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