



“TA Triumph-Adler successfully implemented all of our ideas.”

Joint success: TA Triumph-Adler and the Kommunale Datenzentrale Mainz (KDZ)

The initial situation

In 2014, the KDZ Mainz (Municipal Data Centre Mainz) decided to issue a call for bids for the provision of printer services. The contract was for a custom solution to ensure quick, smooth digital processes in municipal administration and lay the foundations for automated billing processes integrated into the document management system of the city of Mainz. TA Triumph-Adler was awarded the contract after a Europe-wide tender. One reason for this was “TA Triumph-Adler’s readiness to work together to find the best solution for the digital processes of the KDZ Mainz”, says Schröer.

The solution

TA Triumph-Adler replaced 1,600 printer and multifunctional systems at 160 locations and implemented TA Cockpit®, the Web-based asset management system, throughout. TA Cockpit® provides an overview of all printers and multifunctional devices, including printing volumes. The idea was to address the individual requirements for the individual municipal facilities which, for example, are not all connected to the same network. To make this possible, TA Triumph-Adler further developed the TA Cockpit® solution: the ‘Corporate View’ add-on has now been incorporated into the TA Cockpit® solution as a standard function.

The result

The goal was reached after six months: The rollout was successfully completed, and all changeovers were carried out. “That was cause for celebration for our team. We have things much easier now: we can access status notifications and coordinate technician service calls anytime and from any place – which saves us a lot of time, given that the systems are distributed across 160 locations. We no longer have to read meters manually – we have precise, transparent billing in place that ensures maximum security”, says Schröer. Two TA Triumph-Adler technicians are continually present on-site, and the KDZ Mainz is also perfectly equipped for data protection, thanks to the Follow2Print function. “Even the toner is automatically reordered.”

- **Employees:** 4.000
- **Solution:** MDS analysis, TA Cockpit®, Follow2Print with Scan2Me-Funktion
- **Products:** 1.600 systems
- **Customer since:** 2014

The **Kommunale Datenzentrale Mainz (KDZ)** is the IT service provider serving the German city of Mainz (which is the capital of the German state of Rhineland-Palatinate) and affiliated communities. The KDZ has around 2,500 workplaces. It provides professional IT consulting for the public sector. Many KDZ Mainz employees work to develop new IT solutions for complex administrative structures.

The TA solution at a glance

The solution



MDS analysis



1.600 systems



**TA Triumph-Adler asset
and system management**

The result



100% cost transparency



**Time savings and
increased efficiency**



**Coordination of
160 locations**

**“We have it much easier:
status reports can be
accessed and technician
assignments coordinated
at any time, regardless
of location.”**

**HEAD OF APPLICATION MANAGEMENT
DEPARTMENT
RALPH SCHRÖER,**
IT Project Manager at the
Kommunale Datenzentrale Mainz (KDZ)

Are you interested in a secure solution for digitizing, scanning and archiving?

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by e-mail to: beratung@triumph-adler.net

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