

## hp success story



## proactive printing at ThyssenKrupp



Management boards of large organisations need to be regularly supplied with strategic company and market information. The process of compiling reports for the board often consumes a lot of staff resources. However, this is an area where automation can produce significant benefits, as ThyssenKrupp has discovered.

Düsseldorf-based ThyssenKrupp is a major international industrial group with six operating segments. Two of these units, ThyssenKrupp Materials AG and ThyssenKrupp Serv AG, are among world leaders in materials distribution and industrial services respectively.

Until recently they were one company, and they still share the same headquarters. Within this building, as many as 100 pages of prioritised information are printed each morning for the boards of the two companies. The main source of this information – which includes a range of company and market data – is the ThyssenKrupp intranet.

## repetitive process

"In the past, someone would have to sit down at a computer every morning, download the information onto a PC, and then send it to be printed," said Gerrhard Sperling, head of the central information department at ThyssenKrupp Serv. "It was a laborious and rather repetitive process, and we wanted to find a way of making it more efficient."

ThyssenKrupp approached Hewlett-Packard for advice. HP proposed not only a faster printer – the HP LaserJet 4100 – but also an innovative solution with the embedded virtual machine based on HP Chai software technology that would enable it to connect directly to the intranet, download the required data, and print it out without human intervention.

## innovative solution

To develop an embedded virtual machine run applet, HP chose to work with stethos Systemhaus, a German HP JetCAPS partner with the relevant expertise and experience for this project. Stethos Systemhaus' programmers produced an application that leverages the unique capabilities of Chai software technology, HP's architecture for designing Java-based applets to allow the printer to proactively access the ThyssenKrupp Web server.

Once the printer has been configured to gather specific documents from the intranet, no further human intervention is necessary. Also, because it was developed using Chai, the application can be ported to other HP printers' embedded virtual machines without modification.

**"We are very satisfied indeed with this elegant solution, which optimises the process of gathering and printing information from the intranet. It has fulfilled all our expectations."**

*Gerrhard Sperling, head of central information department, ThyssenKrupp Serv*

## challenge

- Provide board members with strategic company and market information
- Accelerate process of printing 100 pages of information daily
- Reduce or eliminate human involvement

## solution

- Install fast hp LaserJet 4100 printer with embedded virtual machine
- Leverage hp partnership with stethos Systemhaus to develop applets written with industry-standard Java Access intranet automatically to download and print information

## results

- People no longer need to spend time collating, downloading and printing data
- Information is printed out reliably and consistently each morning
- Application can be ported to other hp printers without modification

## why hp?

- Quality of printer technology
- Fast print speeds
- Availability of Chai architecture

## the right information

According to Sperling, the solution works extremely well. The right information from the company intranet is printed quickly and consistently every morning. Because the solution is completely automated, there is no need for a human operator to be involved at any stage. At other times of day, the HP LaserJet 4100 is available for use as a normal printer, and is three times faster than any other in the building.

"We are very satisfied indeed with this elegant solution, which optimises the process of gathering and printing information from the intranet. It has fulfilled all our expectations," concluded Sperling.

For more information on how working with Hewlett-Packard can benefit you, please contact your local HP sales representative or reseller, or visit: <http://www.hp.com>

## customer at a glance:

# ThyssenKrupp

**industry sector:** Materials trading, industrial services (and others)

**name:** ThyssenKrupp AG

**headquarters:** Düsseldorf, Germany

**telephone:** +49 211 9670

**number of employees:** 193,000

**1999/2000 revenue:** €37.2 billion

**URL:** [www.thyssenkrupp.com](http://www.thyssenkrupp.com)

## technology highlights:

- hp LaserJet 4100 printer
- Chai-based application developed by stethos Systemhaus
- hp print environment (hp LaserJet 1200, 2200, 4100; hp Color LaserJet 4550, 8550)

## partner:

stethos Systemhaus GmbH



**company:** stethos Systemhaus GmbH

**headquarters:** Sindelfingen, Germany

**founded:** 1991

**telephone:** +49 7031 86091 0

**number of employees:** 9

**annual revenues:** €2.5 million

**URL:** [www.jetcaps.com](http://www.jetcaps.com) or [www.stethos.com](http://www.stethos.com)

**business:** member of hp's worldwide JetCAPS partner network

**products:** Extended printing solutions for hp LaserJet printers, together with consulting, services and support

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