

C a s e S t u d y

Plus Technologies is a developer and marketer of Advanced Print Spooling Software Solutions since 1995. They have thousands of customers in over 35 countries around the world.

Job Splitting and Automated Load Balancing

PLUS TECHNOLOGIES CASE STUDY SERIES

This series of case studies will discuss the advantages of modern document delivery/administration methods over the old traditional print job methods.

Utilizing modern document delivery methods, print jobs or applicable parts of the jobs can be delivered to the correct locations, people, web sites, faxes, e-mails or printers. Modern document delivery methods provide user-friendly interfaces that assist getting jobs where they need to be, when they need to be there.

This technology saves time, network resources, consumables and training. If there is problem along the way, it can be tracked down to a place, time, printer and page so it can be resolved quickly. This technology provides confirmation of job delivery and more importantly job completion.

Where appropriate jobs can also be encrypted which ensures security of the information.

The customer associated with this case study is a leading provider of medical supplies and prescriptions located in the Southeastern United States.

Business Problem – All documents related to fulfilling customer orders such as drug labels, pick tickets, invoices, etc were being printed on a single printer at the end of the production line, in real time.

As business volume increased, the existing printer could no longer keep up with the production line, which impacted customer satisfaction, revenue, and profit.

Problem... to implement the solution the print jobs would have to be split and balanced across multiple printers. However, each customer order consisted of multiple documents and they could not be split up. This load balancing functionality was not possible with available technology.

Key Technical Challenge – The documents associated with each customer order must stay together as a single print job. It is unacceptable to have a single customer order printed on more than a single printer. Since the jobs were created in PCL 6 (bitmap), determining the job boundaries was a complex task.

This level of functionality is not available in Windows print subsystems.

Unable to resolve the situation on their own, the customer requested assistance from Lexmark who in turn referred the customer to Plus Technologies. Plus Technologies recommended a solution based on OM Plus software.

PLUS TECHNOLOGIES CASE
STUDY SERIES

This series of case studies addresses common customer problems associated with print spooling, printer management and advanced document delivery.

If you have a topic that you would like Plus Technologies to consider for a case study, please e-mail us contactus@plustechnologies.com

PREVIOUS CASE STUDIES

View previous case studies on our web site at www.plustechnologies.com in the Solutions Section

Previous Topics

Streamlining Multi-Host Printing

OM Plus is Plus Technologies' highly reliable, easy to use, Advanced Print Spooling, Printer Management and Document Delivery software solution.

OM Plus provides advanced print spooling, and delivery and control of documents across complex network environments to multiple destination types including printers, fax, email, and web/intranet sites.

Technical Environment

- Windows based homegrown application
- SQL database
- Lexmark printers
- See diagram – Page 4

Technical Solution

- OM Plus replaces the function of the Windows Spooling system
- No changes to application needed
- OM Plus receives the formatted jobs from the application and invokes a search of the document titles and other meta-data.
- Based on this search, OM Plus can identify, the document, page and customer level.
- Documents are then “batched” on a customer basis until the run is completed.
- Then each customer batch is released to a printer based on printer availability determined through load leveling capability provided within OM Plus.

Other Features

- As a bi-product of installing OM Plus, the customer also gained access to all the other features of the system designed to help them control and manage their print jobs and printers.
- These features streamline operations and reduce costs related to administration and support.

Implementation

- On site services including installation, system configuration, testing and user training was provided by service engineers from Plus Technologies.
- The entire implementation was completed and in production within a week of order.

Results

- Printing capacity increased by over 300%.
- Increased revenue and profit
- Improved delivery on their customer orders
- New job and printer administration features reduce support efforts
- Customer payback = < 1 month

Customer Quote

“Thanks, it was a very successful implementation. Everyone who had a chance to meet with your folks was impressed with the professionalism and dedication to delivering the quality we were looking for. I am confident that we will be doing more business in the future.”

-Vice President Technology Services

Plus Technologies Case Studies

The Plus Technologies case studies series includes real examples of how companies use Advanced Spooling Solutions to streamline operations, reduce cost and/or add functionality to existing business processes. For more information on these case studies, contact Plus Technologies.

Contact Information:

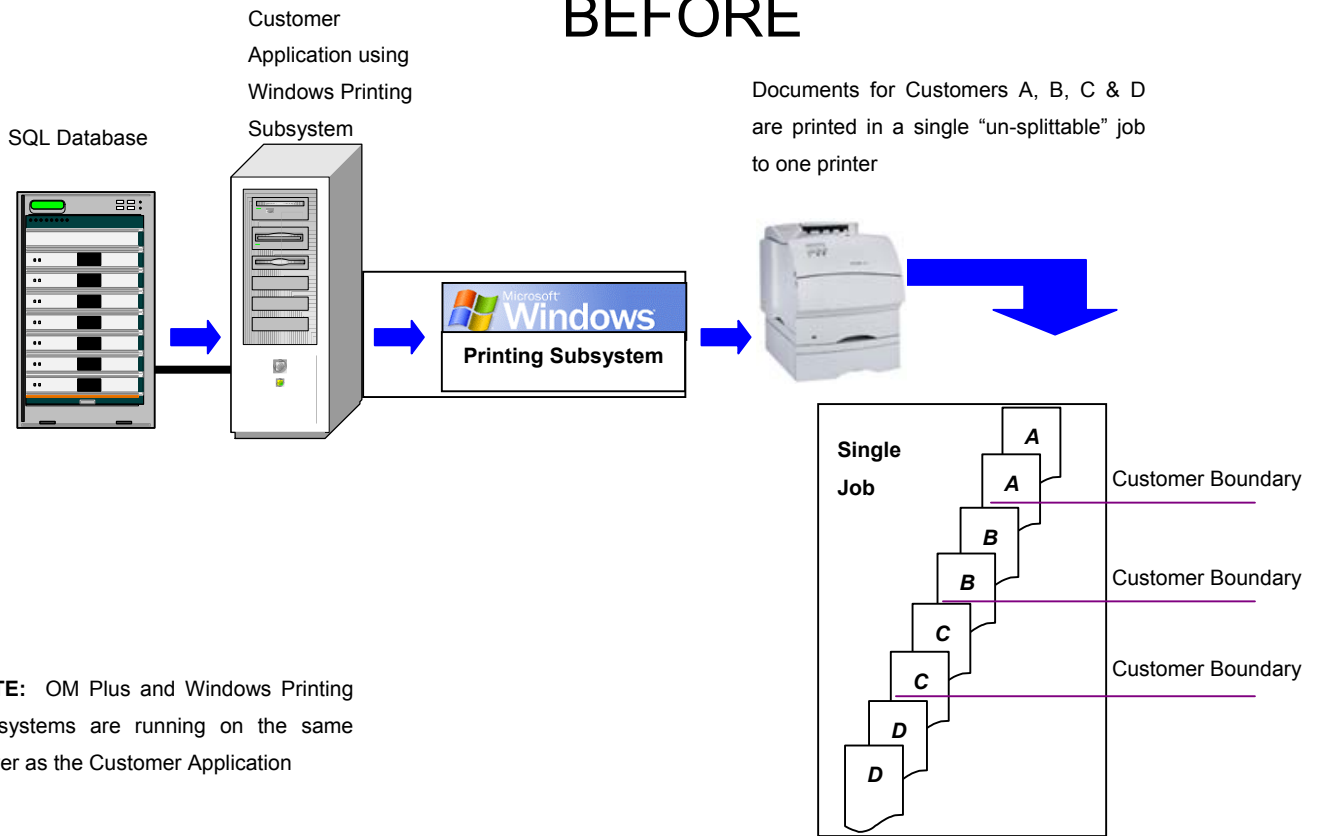
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BEFORE



NOTE: OM Plus and Windows Printing Subsystems are running on the same server as the Customer Application

AFTER

