

C a s e S t u d y

Plus Technologies has been streamlining document driven business processes with output management software solutions since 1995. They have thousands of customers in over 35 countries around the world.

Managing a Worldwide Print Infrastructure from a Single Workstation in a Central Location

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, emails 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.

In this case study, we will explore how a large automotive parts manufacturer manages and supports over 2,000 printers, on three continents, from a single workstation in their corporate data center.

Company – This US based company is one of the world's largest manufacturers of automotive parts and sub-assemblies in the world. Their customers include: BMW, Daimler-Chrysler, Ford, General Motors, Honda, Mazda, Mitsubishi, Nissan, Renault, Rover, Toyota and Volkswagen. They are also a major supplier to the North American original equipment and replacement automotive battery markets. (Customers include: AutoZone, Carport, Caterpillar, Daimler-Chrysler, Diamond-Star, Ford, Honda, Interstate Battery System of America, John Deere, Mazda, Nissan, Price/Costco, Toyota and Wal-Mart.)

Business Problem – Due to various application restrictions and growth by acquisition, many different UNIX types are installed and running in the organization. The customer has applications running on Data General, HP -UX, SCO UNIX, IBM AIX, and Sun Solaris. Each one of these different operating systems handles printer device setup and print queue management with it's own flavor of administration tools (based on the lp print utility that was developed over 35 years ago). These tools lack intuitiveness and are not robust. This resulted in confusion and complexity.

The customer wanted to be more responsive to remote users and IT staff. Due to workloads, higher priority issues, and the amount of requests received by central IT help desk staff, unnecessary customer delays were experienced with print queue and device setup and management around the world. These print-related service requests accounted for approximately 40% of all calls into the help desk area.

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/WHITE PAPERS

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

Previous Topics

- *Print Automation for a Correspondence Management System in the Financial Services Sector*
- *Output Management Software Prevents Duplicate or Missing Shipments, Saving Money and Time*
- *Automated Printer Failover Allows Multiple Laser Printers to Do the Job of a Large Xerox Printer*
- *How an Advanced Print Spooling Solution Improves Printing in a Windows Server Environment*
- *Eliminate the Cost of Centrally Printing and Storing Reports with Web Based Report Management*
- *Why Network Operations Needs Output Management*
- *The Best of Both Centralized and Distributed Print Models in One Solution*
- *Intelligent Document Routing*
- *Improving the Management of Output in an SAP Environment*
- *Streamlining the Management of Output in an Oracle Applications Environment*
- *The Value of Bi-Directional Communications and Print Job Delivery Confirmation*
- *Replacing HP OpenSpool*
- *Unplanned Downtime*

In addition to the challenges the customer faced with their print infrastructure management, regional IT managers requested the ability to setup and manage their own print queues and devices around the world. Thus, worldwide print management needed to be enhanced and standardized and a consistent, common print management system, across all platforms, was essential so IT managers could set up their own print queues without having to be trained on multiple UNIX systems' tools. The common print management system would also permit the centralization of these print related help desk functions.

Technical Solution – The first step was to install OM Plus so it could be tested against other competitive printing and spool management solutions. After rigorous testing, the customer determined that the Plus Technologies solution had proven to be the best.

The next step in the implementation of this solution required pilot testing on their Oracle Financials systems. Upon the successful completion of the pilot on a single server platform, OM Plus was rolled out to over 60 servers. This enterprise-wide rollout allows seamless print queue setup, and printing operation and troubleshooting for disparate UNIX systems, applications, and users. Now users (i.e. regional IT staff) and central IT staff were empowered and more productive when it came to managing their worldwide print infrastructure.

The last step in the implementation process was to centralize the print infrastructure help desk support function down to a single workstation in the corporate data center. What used to take up to 40% of the help desk's resources (print queue setup and management around the world) has been reduced to a single staff person supporting over 2,000 printers on three continents around the world

Implementation – On site services including installation, system configuration, testing and user training were delivered by service engineers from Plus Technologies. In this case, the implementation was completed and in production within two to three weeks of the order. As is the case with many implementations of our products, the customer requirements for handling of the print jobs and the processes associated with managing the print jobs evolved during the implementation. Due to the extremely flexible nature of OM Plus' configurability, our service engineers were able to address additional print job management challenges quickly.

Plus Technologies Case Studies- The Plus Technologies case study series includes real examples of how companies use Advanced Document Delivery and Print 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.

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See Diagram on Next Page

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OM Plus Central Management Screen

RID	Host	Title	User	Dest	Form	P	Date	Pages	Copy	Stat
01742	Solaris	payroll	MikeV accounts	checks	N		02/11	22/22	1/1	prntd
01743	Solaris	register	admin lexmark	stock	Y		02/11	211/121	2/2	activ
01744	Solaris	statement	Roger laser	stater	Y		02/11	66/66	1/1	prntd
01745	Solaris	trfctk	Bill helpdesk	stock	Y		02/12	1/1	1/1	prntd
01746	Solaris	billed	ship optrafm	stock	Y		02/12	3/3	1/1	xfer
01747	Solaris	orders	Dan email	stock	Y		02/12	16/16	1/1	mailed
03305	IBM	labels	MikeB sisek	labels	Y		02/11	24/4	1/0	acty
03306	IBM	barcode	Rich paxar	stock	Y		02/11	44/11	1/0	activ
03307	IBM	acrhprt	admin cold	stock	Y		02/12	88/88	1/1	xfer
03308	IBM	invoicesrpt	accts fax	stock	Y		02/12	9/9	1/1	sent
03309	IBM	invoices	accts fax	stock	Y		02/12	1/0	1/0	failed
02110	Win2000	mainten	Alan epeon	stock	N		02/12	2/0	1/0	in83
02111	Win2000	inventory	Hank hp5000	stock	Y		02/12	1235388	1/1	prntd
02112	Win2000	vendors	JIMC hp5000	stock	Y		02/12	4521388	1/0	spool
02113	Win2000	ngstrpt	Keith webdir	stock	Y		02/12	21/21	1/1	xfer
02114	Win2000	listing	RobE epeon	stock	Y		02/12	56/0	1/0	ready

→ = Print jobs

SCO UNIX System
(1 of 60 Servers)



IBM AIX System
(1 of 60 Servers)



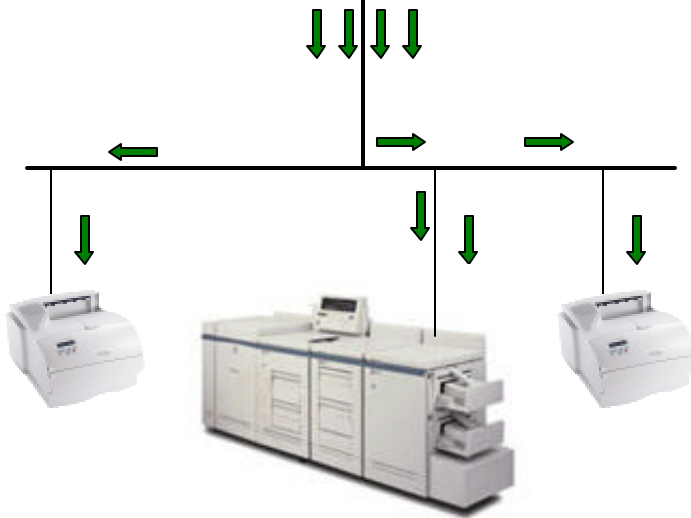
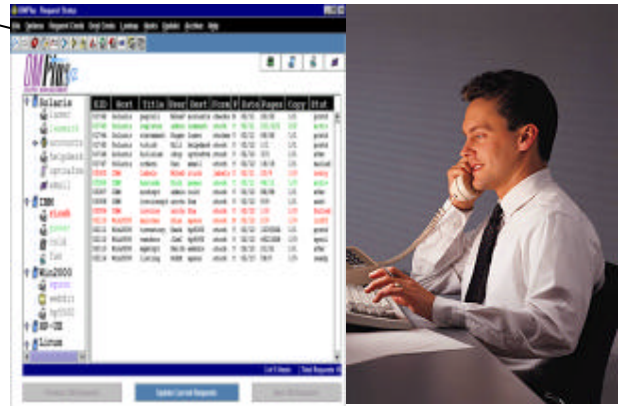
HP-UX System
(1 of 60 Servers)



OM Plus
How it works:

- Print jobs are created on enterprise system(s) and "printed" to OM Plus (no application changes required)
- OM Plus manages the delivery of that print job to the appropriate printer anywhere on their world wide network
- The Help Desk person can see all of the printers and systems around the world from the OM Plus Central Management Screen and can manage, the print queues, troubleshoot print job problems and support the entire worldwide print infrastructure from this single workstation in the central data center

OM Plus Central Management Screen



Over 2,000 printers located around the world, on 3 continents