

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.

## Streamlining Multi-Host Printing

### 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 large healthcare provider located in the Mid-Western United States.

**Business Problem** – This Organization was supporting printing from multiple applications on multiple platforms, each with their own disparate software tools and technical support staff, their own “print architecture”. This caused several issues:

- Redundant software licenses for print management and electronic forms
- Redundant technical support resources
- Poor customer service because the end-user had to determine which technical support team to call based on which system the print job was generated by or which system failed
- Non-uniformity of the look of reports
- Lack of flexibility in implementing changes to their document or printer strategy

**Key Technical Challenges** – This customer faced several key technical challenges:

- They needed to be able to receive and manage print jobs from multiple systems including their mainframe, Tandem and UNIX systems
- Their mainframe needed access to network printers
- They needed to be able to recognize documents received from the mainframe by title and other meta-data and to be able to dynamically add the appropriate command line parameters based on document type information. This greatly extends the functionality of the native lpd print system
- They needed to be able to invoke an electronic forms package on a Windows server and then track the documents all the way to the printers

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](mailto:contactus@plustechnologies.com)*

**PREVIOUS CASE STUDIES**

*View previous case studies on our web site at [www.plustechnologies.com](http://www.plustechnologies.com) in the Solutions Section*

*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**

- Mainframe, Tandem, multiple AIX servers
- Packaged Health Care Application
- PeopleSoft Application
- Multi-site implementation
- Electronic forms for check printing on Windows
- 600+ printers in the initial implementation, growth to 2000 printers
- See diagram on page 4

**Technical Solution**

- A print server implementation where all jobs from all systems are routed through a single print server architecture
- OM Plus from Plus Technologies receives jobs from all systems including mainframe
- Mainframe jobs transferred via lpd
- OM Plus searches mainframe data in order to recognize job type and dynamically adds required command line parameters to access network printers and features as required.
- Jobs from PeopleSoft also received and routed to electronic forms package where forms added
- OM Plus provides end-to-end confirmation of printing and notification of print failures

**Implementation**

- On site services including installation, system configuration, testing and user training was provided by service engineers from Plus Technologies

**Results**

- Single print architecture supported by a single tech support staff with fewer resources, reducing expenses and increasing responsiveness
- Inexpensive mainframe access to network printers
- Mainframe print jobs accessing new printer features not previously available to mainframe jobs (due to dynamic command line features)
- Elimination of redundant software licenses
- Single point of contact for end users needing support
- Proactive problem resolution from print confirmation and notification
- Print related changes easy to make as all changes only needed in one system
- Reduced need to have consultants make changes inside their proprietary application
- Customer payback = < 6 months

### **Customer Quote**

*"I wanted to thank you for your dedicated support. We are currently routing jobs from two of our facilities and OM Plus is both stable and reliable. We are controlling output in multiple ways and I do not think things could be going any better. I just wanted to let you know I appreciate all your help!"*

-Manager Support Services

### **Plus Technologies Case Studies**

The Plus Technologies case study 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:**

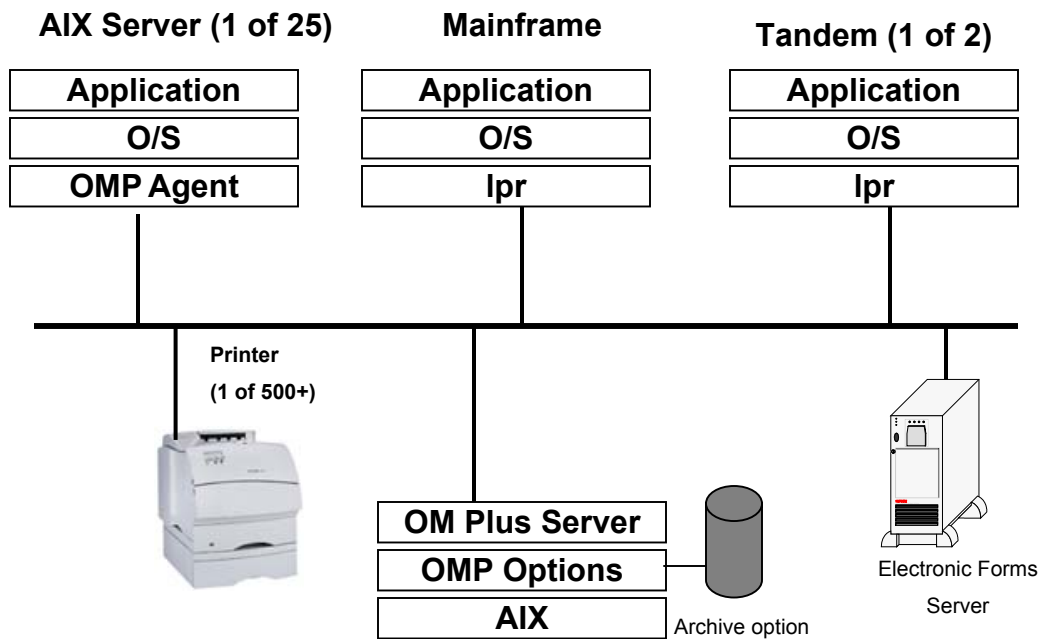
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**SEE DIAGRAM ON PAGE 4**



## OM Plus Print Server

### PRINTING FROM AIX

- Application creates doc and calls AIX lp to print job
- OMP Agent picks up job (in place of lp) w/o any special app I/F and sends to OMP Server
- OMP Server delivers job including special requirements to printer and/or filter process\*
- Confirmation information provided back to the application through OMP Agent

### PRINTING FROM MAINFRAME OR TANDEM

- Mainframe and Tandem systems deliver jobs to OMP Server via lpr
- OMP Server delivers job including special requirements to printer and/or filter process\*
- Confirmation information provided back to the application

### ADVANTAGES OF OM PLUS CENTRALIZED SOLUTION

- Single print architecture
- Single user interface to learn and one tool set to manage printer architecture
- Because the Print Job is under OM Plus' control from creation to delivery, positive delivery confirmation can be sent to the application
- One Setup not 25; all printer definitions are set up and maintained on the OMP Server. No printer definitions are required on Application Servers.

\*The filter process being utilized in this example allows OM Plus to scan the information in the document and determine when the electronic forms package on the electronic forms server must be invoked to have an electronic form merged with the data while OM Plus is delivering the print job to the printer. This allows applications to utilize electronic forms with having to be modified.