

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.

Why Network Operations People Need An Output Management Solution

PLUS TECHNOLOGIES WHITE PAPER SERIES

This series of white papers 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 White Paper, we will explore why the network operations team at a company needs an Output Management solution like OM Plus from Plus Technologies.

Company – For the purposes of this white paper, we have consolidated multiple companies' network operations challenges in order to present a more comprehensive "picture" of the benefits that OM Plus delivers for the critical job function of Network Operations Manager.

Business Problems – All business processes create output of some kind. This output can be in the form of hard copy printed pages or electronic output such as email, web pages, electronic data transfers, or computer files. The output created by business applications (ERP's Financial Applications, HR Applications, Payroll Applications, etc.), which include invoices, checks, financial reports, etc. is usually "delivered" to its end destination (most commonly a printer) over the company network. This output is what we are focused on in this whitepaper because it has a tremendous impact on the performance of the network, the security of the network, the usage of network resources (including network printers) and the support of the network (work group printers are typically supported by the Network Operations Team in most organizations).

Output Management Problems Faced by Network Operations

1. Managing and supporting a large enterprise's print infrastructure is a complex task. As the person often in charge of this critical business function, you know that it is a huge challenge to manage printers in different buildings, different plants, and even different countries. You don't know immediately when a printer is offline, jammed, out of toner or just swamped with too many print jobs. This lack of a single view of your enterprise print infrastructure leads to lost productivity at your company.

PLUS TECHNOLOGIES WHITE PAPER SERIES

This series of white papers 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 white paper, please e-mail us contactus@plustechnologies.com

PREVIOUS WHITE PAPERS

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

Previous Topics

- *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*
- *Job Splitting and Load Balancing*
- *Streamlining Multi-Host Printing*

Plus Technologies develops highly reliable, easy-to-use, Advanced Print Spooling, Printer Management and Document Delivery software. We provide secure application output delivery solutions that focus on the movement of business documents from their point of creation (i.e. business application) to their final destination (i.e. Printers/MFD's, email, web, fax, other) and provide a host of value-add functions along the way. Plus Technologies offers software, consulting services, implementation services and technical support. Our ultimate goal of is to streamline document related business processes to increase efficiency and, therefore, the profitability of our customers.

Output Management Problems Faced by Network Operations-continued

2. When a user sends a print job from the first floor, how do you know it printed on the sixth floor? What about print jobs that are created in Ohio and printed at the plant in Scotland? Do you know they printed? How long is it before your network help desk finds out about a printing problem? Printing delays or stoppages negatively impact profitability throughout the company.
3. Do your users choose printers that are not appropriate for the job they are printing because the printer is close by? Do they print large jobs on printers designed for departmental printing? Would you like to be able to balance the load amongst printers automatically or route around failed, empty or jammed printers? This lack of print management and control consumes too many company resources (both support people and supplies).
4. Is your WAN saturated with large print jobs which impact the performance of your WAN? Large print jobs can saturate a lower speed WAN connection on their way to the printer and then sit in the printer's buffer to be printed at the rated speed of the printer i.e. hurry up across the WAN (use up lots of bandwidth) and then wait at the printer to slowly print. Are you concerned with security of the print data as it is being transmitted over your WAN?
5. Do you know which printers are over utilized and which are under utilized? How much does it cost your company Help Desk to manage your company's printers and print problems? Are all the statistics in one place? Managing an enterprise wide print environment is a Help Desk resource drain and OM Plus is a great tool to reduce that drain.

Key Technical Challenge – Unfortunately, operating systems, such as UNIX, Linux or NT/2000, have not been designed to handle the production delivery of documents across an enterprise. These shortcomings of the operating systems impact company business and add unnecessary support costs. Due to the shortcomings of existing systems, problems arise with reliable and confirmed document delivery, centralized management and control, document integration with electronic forms, and the supportability of the entire enterprise's document delivery systems. Documents are lost, not delivered correctly or in a timely fashion and customer satisfaction or business processes suffer.

According to industry experts, a typical organization can spend as much as fifteen percent of its total revenue on printing and printer management. Organizations that proactively manage their print output can reduce the high costs associated with printing and the support of that printing environment (**according to IDC as many as 40% of calls to help desks are printing related**).

Technical Solution –The technical solution implemented at our customers with these business problems is OM Plus, the Advanced Print Spooling and Print Management solution from Plus Technologies.

Why Network Operations Needs An Output Management Solution like OM Plus

1. OM Plus provides remote status of your entire enterprise printing environment from a single screen. It allows you to easily re-print or re-route print jobs from wherever you happen to be.
2. OM Plus provides Assured Delivery of your printing worldwide. OM Plus can communicate directly with the printer to receive information that tells you paper actually hit the output tray. Problems appear immediately on the OM Plus status screen and resolution can take place right away, many times before the end user or the application is aware of the problem. OM Plus can even be set to page or email you when a mission critical problem occurs.
3. OM Plus provides advanced print automation. It can control not only who can print to what printers, but can stop a user from printing 1000 page jobs to a desktop printer. OM Plus can also “round robin” print jobs to groups of printers to more evenly utilize the printers. Additionally, OM Plus can be set up to automatically re-route a print job that is intended for a printer that has failed.
4. OM Plus can “throttle” print streams that travel over your WAN to remote locations, resulting in less bandwidth “hogging” yet still maintaining rated printer output speeds. OM Plus can encrypt print streams between sites to protect the data on the WAN and encrypt it all the way to the printer, with some printer types.
5. OM Plus provides remote statistics gathering and printer trouble isolation for companies around the world (Plus Technologies has thousands of installations). OM Plus allows the Help Desk to better manage print in the enterprise with a single view of all the company’s print. It allows printer grouping (independent of actual print servers) into manageable units and has allowed companies to **reduce their print related trouble calls by as much as 50%**. What would a reduction of 50% in print related calls to your Help Desk save your company?

Implementation – On site services including installation, system configuration, testing and user training was delivered by service engineers from Plus Technologies to all of these customers. In all cases, the implementation was completed and in production within two to three weeks of the order.

Plus Technologies White Papers- The Plus Technologies white paper 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 white papers, contact Plus Technologies.

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