

Sucess Story:

A Large Value-Based Retail Outlet Purchases OM Plus to Streamline Print Operations

Background:

A large retail chain with over 1,000 locations was facing challenges with print reliability, scalability, a lack of troubleshooting tools, and print routing control. These issues led to a high number of help desk calls and poor print workflow process, as users could not see the status of their print jobs on their host SAP R3 system.

Problem:

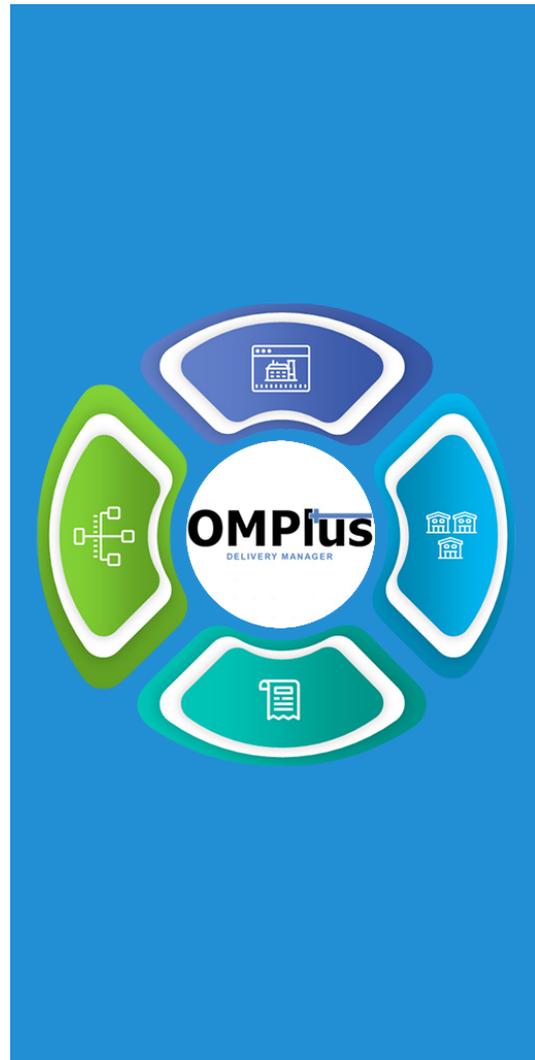
The large retailer was facing several challenges with their print output, including delayed or missing documents occurring at individual, regional, and global stores. The company was encountering numerous obstacles in their document output process, including an inability to properly route print jobs, a lack of effective troubleshooting and remediation tools, and an overwhelming number of helpdesk inquiries.

The Solution:

To address these challenges, the national retailer implemented OM Plus Delivery Manager print software from Plus Technologies. The software took control of their SAP print output as well as batch and end-user generated Windows print output.

Implementation:

The OM Plus print software was implemented with several key modules and features configured to address all of the customer's challenges.



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Key Features:

- Routing output from central datacenters to any of the 1000+ stores.
- Bundling and kitting groups of documents to increase reliability and efficiency of print.
- Load-Balancing at the print device and server level to increase uptime.
- Intelligent routing based on document content, source, & title to one or more stores, destinations, & print devices.
- Returning actual printer and print job status back to SAP via the OM Plus BC-XOM interface so that end users can see status on their SAP screens.
- End-to-end control and delivery of print jobs to the printer tray with immediate notification of device errors.

Results:

The implementation of OM Plus Delivery Manager print software was a success for the large national retail chain. The software performed perfectly and met all of their needs, as confirmed by their customer comment, "OM Plus performed perfectly for our needs. It is doing everything as expected. Testing and the business case was very conclusive."

Conclusion:

The selection and use of OM Plus Delivery Manager print software from Plus Technologies was a success to solve their challenges with print reliability, scalability, and control with reduced helpdesk calls, and increased visibility into the status of print jobs, leading to a more efficient and effective printing process.