



### Solutions to Improve Print Infrastructure Management

Printech software and services solutions solve a wide variety of output management and document delivery challenges. The solutions on this page have been implemented to address this type of document delivery challenge.

If you have any specific questions about the solutions outlined here, please [contact us](#).

#### Solutions

##### Single, Streamlined Enterprise Print Infrastructure

Supporting printing from multiple applications on multiple platforms, including a mainframe, each with its own disparate software tools and technical support staff, and its own "print architecture/infrastructure" is very complex and causes several problems:

- Redundant software licenses for print management and electronic forms are needed
- Redundant technical support resources are usually in place
- Poor customer service results 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
- This is a lack of flexibility in implementing changes to document or printer strategy

Through the implementation of [OM Plus](#), we can create a single common, enterprise-wide print infrastructure.

##### Streamline the distribution of mortgage documents

Any financial organization that creates loan documents in a central location but then must deliver them over a complex, heterogeneous network to the remote branch offices.

When a customer applies for a loan, a central application or applications create as many as 15 different documents that must be delivered together, and on-time to the remote branch for loan closing. The applications used to create these documents are not typically designed to ensure the timely delivery of the documents causing, lost business when loans do not close. Documents don't arrive, only partially print, and can even cause delays for other print jobs within the network if problems occur at one branch location with printing.

Utilizing [OM Plus](#) is the solution to this problem. OM Plus captures documents, bundles them together and delivers them to the appropriate branch. If problems occur with a single delivery, no other delivery is impacted as is the case with many legacy based document delivery implementations such as our customers have experienced.

##### SAP Print Management and Help Desk Notification

Organizations running SAP face multiple print related challenges. In some cases, it is advantageous to offload the print services from the application servers. Being able to separate the application servers from the print management system allows you to improve performance on the application servers, but more importantly, it also allows you to create a print architecture that is independent of the SAP print spooling system and the dependency on SAPscript to manage enterprise document formatting. This can be accomplished utilizing an off the shelf, standard electronic forms package to manage the document formatting and eliminates the high cost of maintaining SAPscript programming and staff expertise. Through the implementation of an independent print architecture, you will also be able to increase the efficiency of your IT organization and increase the efficiency of output/print driven business processes found within your organization.

This solution utilizes [OM Plus](#). The OM Plus implementation increases your overall print related reliability substantially. Because OM Plus is SAP certified to the BC-XOM standard, it can confirm, from end-to-end, the delivery of a print job and notify SAP of a successful delivery of the job. Without OM Plus, all SAP knows is that it delivered the job to the operating system's print spooling utility. IT and end-user productivity is improved significant because help desk calls that are print related are significantly reduced (up to 70% of the calls to one customer's help desk were print related). Utilizing a zero client deployment strategy allows the end-users to manage their own print without modifications to the standard SAP user interface or without adding any client software on the end-users' PC's. An finally, by creating a separate print architecture, OM Plus can manage the hand off and delivery of documents to an off the shelf electronic forms package for advanced document formatting.

##### Oracle Report and Queue Management

In order to improve end-user support and satisfaction, Oracle system administrators often need a single, automated, enterprise-wide solution to manage print jobs and print queues. End-users need a tool that allows them to resolve Oracle Application related print issues themselves. Additionally, they all need the ability to securely start and re-start jobs without having root password access to their server, be able to differentiate jobs with different colored banner pages, have secure control and access to print jobs from their PC's even if they have very little or no Oracle or UNIX experience.

Utilizing [OM Plus](#) is the solution to this problem. The OM Plus Java GUI User Interface is best utilized by administrators/help desk and the OM Plus HTML User Interface is best for the end-users who want to check the status and control their print jobs in their Oracle environment. OM Plus interfaces seamlessly to Oracle applications to provide advanced delivery and control of



## Advanced Document Delivery and Printer Management

documents across complex networks to multiple destination types including printers, fax, email, and web/intranet sites.

### Replace large centralized printers with multiple network printers

Many organizations print large quantities of documents (invoices, credit memos, etc.) every night on a large, centralized printer from companies like Xerox, IBM, OCE, etc. The process they follow calls for them to run documents such as invoices, credit memos etc. during the business day and hold them for batch printing at night. At the end of the business day, a nighttime operator accesses their ERP system and releases a range of documents (i.e. invoices for example) to be released to their large central printer(s). This process is then repeated throughout the night for each different type of document that had been created during the day. The business problem that organizations is fairly simple. The large central printer is expensive to run due to the cost of the maintenance contract, supplies and the people required to run it.

Utilizing [OM Plus](#) is the solution to the need to reduce the cost associated with printing these types of transactional documents with a lower cost solution that includes less expensive network laser printers and fewer staff.

### Automated Load Balancing for Distribution/Logistics Documents

When fulfilling customer orders documents such as labels, pick tickets, invoices, etc need to be printed on a printer at the end of the production line, in real time. As print volume increases, the single printer model can no longer keep up with the volume of printing, which impacts customer satisfaction, revenue, and profit.

Utilizing [OM Plus](#), we can automatically split the print jobs and load balance them across multiple printers--WITHOUT requiring any changes to the underlying application and ensuring all documents related to a specific customer order stay together in a "bundle" so related documents are not split across multiple printers.

### Migrate Mainframe Printing to the Network

Any large enterprise that needs to support mainframe and network printing or is migrating from mainframe based document delivery and print management to a network based infrastructure faces the challenge of the migration from a mainframe based print infrastructure to a network or shared network and mainframe environment. The tools commonly used to manage printing and print infrastructure in the mainframe environment are very robust. However, the native management and control of network print resources are not nearly as robust and without the installation of expensive proprietary software, mainframe printing can't be done on network printers.

Utilizing [OM Plus](#), we can provide mainframe like printer administration, job scheduling, document delivery confirmation, etc. and a single user interface across both environments which greatly simplifies the administration of printing and document delivery (regardless of whether the mainframe or network application created the document) The applications just "print" to OM Plus and it does the rest.

### PeopleSoft Report and Queue Management

In order to improve end-user support and satisfaction, PeopleSoft system administrators often need a single, automated, enterprise-wide solution to manage print jobs and print queues. End-users need a tool that allows them to resolve PeopleSoft related print issues themselves. Additionally, they all need the ability to securely start and re-start jobs without having root password access to their server, be able to differentiate jobs with different colored banner pages, have secure control and access to print jobs from their PC's even if they have very little or no PeopleSoft or UNIX experience.

Utilizing [OM Plus](#) is the solution to this problem. The OM Plus Java GUI User Interface is best utilized by administrators/help desk and the OM Plus HTML User Interface is best for the end-users who want to check the status and control their print jobs in their PeopleSoft environment. OM Plus interfaces seamlessly to PeopleSoft applications to provide advanced delivery and control of documents across complex networks to multiple destination types including printers, fax, email, and web/intranet sites.