



OM Plus-Advanced Print Spooling, Document Delivery and Printer Management Software





## Businesses Depend on the Reliable Delivery of Documents

Companies depend on the reliable creation and delivery of enterprise documents to complete business processes. Documents like checks, invoices, bills of lading, management reports, pick tickets, and assembly instructions are critical to the success of your business. Unfortunately, operating systems tools are not designed to handle the production delivery of documents across an enterprise wide network. Problems arise with the reliable delivery and confirmation of that delivery. There is no centralized management across different operating systems and business processes can break down. When documents are not delivered correctly and on time, shipments can be missed, invoices not sent, production lines shut down or patient care can be jeopardized. **OM Plus** addresses all your document delivery challenges.

### OM Plus Highlights

- ▶ Manage enterprise print jobs from open systems and legacy applications
- ▶ Consolidate printer administration
- ▶ Confirmation of print job delivery through bi-directional communications with printers
- ▶ Trigger based document routing and event processing
- ▶ Electronic document bursting, bundling and sorting
- ▶ Output to printers, fax, e-mail and the web
- ▶ Detailed printer accounting logs
- ▶ Unparalleled functionality at affordable prices
- ▶ Installs in hours not weeks

### Manage the Delivery of Enterprise Documents

OM Plus, our advanced print spooling, document delivery and printer management software solution provides the advanced control and delivery of business critical documents you need.

OM Plus delivers documents across complex network environments to multiple destination types printers; fax servers, e-mail systems and web sites.

In addition to its ability to deliver documents to a wide variety of destination types, OM Plus provides robust, streamlined printer and print queue management. From a single OM Plus screen, you can manage your entire enterprise's print infrastructure. In fact, we have one customer that manages over 2,000 printers, on three continents from a single screen in their US data center.

OM Plus delivers your business documents from their point of creation (business application) to their final destination (printers, fax, e-mail, web) and provides a host of value-add functions along the way.

#### Value-add functions include:

- Document routing across complex networks
- Bi-directional communications with printers
- Document delivery confirmation
- Advanced spooling and queue management
- Printer management and activity accounting
- Secure printing
- Dynamic rules-based document re-routing
- Document conditioning (bursting and bundling)
- Document Archiving

# Streamline Enterprise Document Delivery

## OM Plus Server

At the heart of the OM Plus suite of product solutions is the OM Plus Server. It performs the core tasks associated with the delivery of documents such as, job scheduling, queue management, security, job status, printer administration and other system functions. It is constantly aware of all relevant system elements, queues, printers, fax servers, e-mail servers, pagers, web pages, archive systems, e-forms, document types, user authorities, servers, and priorities.

## End-to-End Confirmation

OM Plus provides end-to-end confirmation all the way to the final destination. We can even confirm the delivery of a job because we can tell when the paper has landed in the output tray for PJJ compliant printers. End-to-end confirmation allows the administrators to locate the problem area when delivery interruptions and failures occur. OM Plus is fully SNMP compliant and can capture data provided by SNMP devices. This allows users to see more detailed information on device status (i.e. the printer is low on toner). OM Plus can even talk directly to web enabled devices to gather detailed status information.

## Email, fax and web delivery

Breathe new life into your applications by defining destination queues that are email and fax servers or even web sites. OM Plus will “deliver” print jobs to any of these destinations. Reduce printing volume and costs with electronic delivery of documents. Send reports via email; fax invoices to customers, post documents to the web all either in their native file types or convert them to PDF. Just “print” to your destination and OM Plus will handle the rest, all without any changes to your application!

## Automated, event based processing

Events such as printer problems can be defined so that OM Plus automatically notifies an administrator via pager or e-mail of the printer problem. An event such as a printer is busy or the form the job requires is loaded in another printer can trigger automatic re-routing of a print job. OM Plus could also fax a print job to a branch location whose printer is down without any manual intervention.

# Print Job and Printer Management

## Advanced Printer and Queue Management

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.

OM Plus’ superior print management functionality improves productivity and reduces cost.

OM Plus:

- Allows central control and monitoring of the status of printer devices and jobs across the entire organization from a single status screen improving help desk productivity.
- Ensures delivery of output to its final destination in the correct format
- Greatly reduce help desk calls
- Maximizes printer availability
- Reduces costs associated with manual bursting and distribution of reports with electronic bursting and bundling of reports (with RD/RB Plus options)
- Users can administer jobs and printers themselves

OM Plus Main Status Screen for Managing Enterprise Printing and Printers

Host	RID	Host	Title	User	Dest	Form	P	Date	Pages	Copy	Stat
Solaris	01742	Solaris	payroll	Mtew	accounts	stock	W	02/11	22/22	1/1	printd
Solaris	01743	Solaris	register	admin	lmsmark	stock	Y	02/11	211/221	2/2	activ
Solaris	01744	Solaris	statement	Roger	laser	stater	Y	02/11	66/66	1/1	printd
Solaris	01745	Solaris	articlk	Bill	helpdesk	stock	Y	02/12	1/1	1/1	printd
Solaris	01746	Solaris	billboard	ship	optrafrm	stock	Y	02/12	3/3	1/1	xfer
Solaris	01747	Solaris	orders	Dan	email	stock	Y	02/12	16/16	1/1	mailed
IBM	03305	IBM	labels	WJand	stock	Y	02/11	23/9	1/0	0/0	stony
IBM	03306	IBM	barcode	ph	paaxx	stock	Y	02/11	44/11	3/0	activ
IBM	03307	IBM	archopt	min	oidd	stock	Y	02/12	88/88	1/1	xfer
IBM	03308	IBM	invoice	cte	fax	stock	Y	02/12	9/9	1/1	sent
IBM	03309	IBM	invoice	cte	fax	stock	Y	02/12	1/0	1/0	failed
Win2000	02110	Win2000	mainten	ah	epson	stock	W	1/12	2/0	1/0	sent3
Win2000	02111	Win2000	inventory	ah	hp5000	stock	Y	1/12	123538	1/1	printd
Win2000	02112	Win2000	vendors	ahc	hp5000	stock	Y	1/12	452138	1/0	spool
Win2000	02113	Win2000	agmtrpt	rich	wabdir	stock	Y	1/12	21/21	1/1	xfer
Win2000	02114	Win2000	listing	ahk	epson	stock	Y	1/12	56/0	1/0	ready

Callout 1: Manage all enterprise queues here (points to the host tree on the left)

Callout 2: "Drag and Drop" a job to a new printer/destination (points to a job in the table)

Callout 3: See the status, and control your documents here (points to the 'Stat' column)

## Print Job and Printer Management-continued

### SAP R/3 Certification and ERP Integration

OM Plus is SAP R/3 certified for version 4.0 and later and fully meets the BC-XOM standard. OM Plus can receive R/3 reports; return messages back to R/3 and can identify R/3 end user and report id's. OM Plus is also compliant with most ERP applications including, PeopleSoft, Oracle, QAD, JD Edwards, Baan, and many others.

### Audit and Accounting Logs

The OM Plus accounting log tracks usage data that is required in charge back environments. The audit log assists with troubleshooting and problem resolution. Both are viewable, searchable and exportable making problem resolution faster. Custom logs can also be created. Document Viewing The viewer in OM Plus views all text documents and simple PCL. OM Plus will automatically launch additional viewers to view more complex document formats.

### Printer Status Monitoring

OM Plus captures a rolling log of SNMP and PDL statements from the printer. This log allows a user to view the actual status of a printer. Users can even access the printer's web page for status information directly from within OM Plus.

### Encryption Support

OM Plus has been integrated with Lexmark's PrintCryption technology. OM Plus transports UNIX, Linux and Windows print through the Lexmark PrintCryption engine and delivers it to the printer where the job is de-crypted inside the printer. The clear text of the print job is then never exposed to hackers on the network. Additional encryption support is pending.

### OpenSpool Compatibility Feature

OM Plus can seamlessly replace OpenSpool\* with no disruption or reconfiguration of the current print environment because OM Plus is OpenSpool "-o" command line compatible. OM Plus also supports OpenSpool's Dynamic Class-Virtual Queue functionality that allows a member of a group to add/delete printers in a class.

*\*OpenSpool is a registered trademark of Hewlett Packard*

## OM Plus Architecture

### Distributed Print Server Architecture

OM Plus provides a true distributed print management solution that eliminates redundant printer definitions across the enterprise, while allowing printing to both local and remote server printers.

Each OM Plus server\* is "aware" of all the other "advertised" OM Plus servers on the network. As such, each OM Plus server has access to all OM Plus servers and their defined printers for remote printing needs, without having to define the remote printers on the local server. This greatly reduces redundant printer definitions.

When a print job is spooled, the printer definition is looked for on the local server. If the printer is not found locally, then the OM Plus server searches the other OM Plus servers for the printer and delivers the print job accordingly. This functionality allows all printers to be available to all users.

### Distributed Architecture Benefits

- Greatly reduces effort related to defining and managing printer definitions enterprise-wide
- Print jobs can be managed locally without having to go through a centralized print server- Resulting in reduction of network traffic
- View and manage jobs on any OM Plus server on the network
- Provides local control over print jobs and printers while providing the system admin with an enterprise-wide view of print jobs and printers
- Automated fail-over upon local server failure
- Reduced costs in multi-server installations

*\*OM Plus Version 2.0.1 or higher required*

The logo for PrintTech, featuring the word "PRINTTECH" in a bold, stylized, black font. The letters are thick and blocky, with a slightly irregular, hand-drawn appearance. The "P" is particularly large and prominent.

## Support

### Support Plus

Standard Technical Support hours are from 9am to 6pm US Eastern Time during U.S. business days. The Support Plus tech support contract is automatically renewed annually unless requested otherwise by the Customer.

### Support Plus Includes:

- Telephone based technical support-toll free line. Our development team is co-located with our support team for easy access to the people who wrote the product. Note: Support can also be via WebEx™ if necessary.
- The right to request product version upgrades, as they become generally available, without incurring incremental license fees. Shipping and license activation charges may be applied.
- The right to move the software to from one computer to another, without incurring additional license fees as long as the cost of OM Plus for that computer is of equal or lower cost.

### OM Plus Optional Modules

The OM Plus suite consists of OM Plus Server, pre-processing and post processing add-on modules:

- Archive-Report/Document Archive
- RD Plus-Report Distributor Plus
- RB Plus-Report Bundler Plus
- CD Plus-Context Delivery Plus
- R/3 Delivery-SAP Environments
- Fax Delivery-Fax Server Interface
- HTML Interface-Zero footprint Client
- OM Stats-Print environment statistical analysis



## OM Plus Optional Modules

### Archive

Archive stores and quickly retrieves documents spooled through OM Plus. Archived reports are optionally compressed and stored in a user-defined directory. Reports are "tagged" with a command line option or from the Status and Control screen of OM Plus for Archiving. After purging from the queue, the report is indexed and stored for later display. When a report is retrieved, it is displayed in the OM Plus report viewer and can be viewed or printed. Archive gives you access to reports without cluttering up the OM Plus Status and Control screen.

### Report Distributor Plus

RD Plus allows users to burst large enterprise reports into individualized sub-reports based on triggers in the document's meta data or the document text. These individualized sub-reports can then be sent directly to specific end user requested destinations such as printers, fax servers, email systems or the web.

### Report Bundler Plus

RB Plus allows for the creation of a single document from multiple documents. The "bundled" document ensures all pertinent information is delivered at the same time in a single job to the desired destination.

### Context Delivery Plus

CD Plus provides dynamic delivery actions to be invoked, based on triggers found in the document, and is utilized prior to the spooling process. Based on trigger matches, CD Plus executes user defined delivery options such as dynamically adding text to the document, invoking a form, changing destinations or number of copies, scheduling the job, notifying a user, or re-routing the job to the printer used for large print jobs.

### OM Stats

OM Stats provides a number of standard and customizable reports to help users analyze print volumes and costs by user, device, group/department etc. OM Stats can also export this data from OM Plus' internal log to any odbc, jdbc compliant database.

## OM Plus Value Propositions

Example Uses of OM Plus	Value for IT	Value for Business Management
<p><b>Just in Time delivery</b> Requires assured document delivery and definitive confirmation that shipping documents from the ERP printed at the appropriate printer on the shipping dock.</p>	<ul style="list-style-type: none"> <li>Assured delivery of print jobs</li> <li>Less labor required to support,</li> <li>Print job failure notification and automation of functions</li> </ul>	<ul style="list-style-type: none"> <li>Reduced "missed delivery" penalties</li> <li>Improved cash flow from an increase of on-time shipments</li> <li>Reduction in costs associated with production line shut downs</li> <li>Reduced system admin costs</li> </ul>
<p><b>Manufacturing Production Line</b> Assured delivery of instruction documents and parts pick list to production line printers to correctly assemble the next item on the line. Process cannot break down for more than a few minutes or the production line must shut down.</p>	<ul style="list-style-type: none"> <li>Reduced manpower to support document delivery system</li> <li>Automation of manual processes to improve efficiency</li> </ul>	<ul style="list-style-type: none"> <li>Increased efficiency and decreased downtime leads to higher productivity rates</li> </ul>
<p><b>Large, diverse, heterogeneous IT infrastructure</b> Replace current, home grown system for printer administration, job scheduling, document delivery/confirmation with OM Plus, a centralized, standardized view across multiple platforms around the enterprise that is scalable and supportable</p>	<ul style="list-style-type: none"> <li>Using a support, commercially available product vs. home grown</li> <li>Scalable solution</li> <li>Higher reliability and performance</li> <li>Simple, centralized end user interface allows users more control without IT involvement</li> </ul>	<ul style="list-style-type: none"> <li>Lowers technical risk</li> <li>Increases IT staff efficiency</li> <li>Fewer errors increases productivity</li> <li>Lower overall IT costs</li> </ul>
<p><b>Mortgage Loan Documents</b> Assured and timely delivery of loan closing documents to remote loan offices</p>	<ul style="list-style-type: none"> <li>Increased capacity of current infrastructure</li> <li>Less IT administration expense</li> </ul>	<ul style="list-style-type: none"> <li>Eliminates lost customers due to capacity restrictions</li> <li>Avoidance of additional hardware and software expense</li> <li>Reduced IT personnel costs</li> </ul>
<p><b>Legacy Mainframe and Network Printing Integration</b> Enabled printing from legacy mainframe to network printers throughout the complex. Mainframe application now has access to network printer technologies without any changes being made to the application. Single end-user interface for entire enterprise allows centralized control of print jobs from multiple applications and improves and simplifies administration and control.</p>	<ul style="list-style-type: none"> <li>No legacy application changes required</li> <li>Reduced system training</li> <li>Reduced support resources required</li> <li>Standardized print management and support tool set</li> </ul>	<ul style="list-style-type: none"> <li>Avoidance of expensive, proprietary mainframe software to allow printing to network printers</li> <li>New network printer technology reduces overall cost compared to mainframe attached printing</li> <li>Reduced IT expenses</li> </ul>
<p><b>Managing Check Printing</b> Adds additional administrative control and functionality to the check printing process. Adds the ability to see the check runs before they go to the printer and provides control over the releasing of checks to the printer, which increases check run integrity.</p>	<ul style="list-style-type: none"> <li>Reduction in IT time to manage check printing</li> <li>Re-printing now possible without re-running the entire job</li> <li>Single check re-prints available</li> <li>Check run accounting information - how many checks actually printed</li> </ul>	<ul style="list-style-type: none"> <li>Missing or duplicate checks eliminated</li> <li>Reduced waste associated with reprints-both time and money</li> <li>Better level of audit control</li> </ul>
<p><b>Electronic Invoice Delivery</b> Enables invoices to be automatically emailed and/or fax'd to customers instead of printed and mailed</p>	<ul style="list-style-type: none"> <li>Eliminates manual printing and sending of invoices</li> <li>Reduces IT support requirements</li> </ul>	<ul style="list-style-type: none"> <li>Increases customer service without increasing cost</li> <li>Reduces invoice collection time</li> </ul>
<p><b>Transform IGP/VGL for Network Printing</b> The Transform module of OM Plus accepts the IGP/VGL data stream from applications and transforms it to PCL and GL code suitable for printing on laser printers, without any changes to the application.</p>	<ul style="list-style-type: none"> <li>Eliminates old dot matrix printers and replaces them with network attached laser printers for in-store labels and shelf tags</li> <li>No legacy application changes requires</li> </ul>	<ul style="list-style-type: none"> <li>Reduces cost of maintenance associated with label and tag printers</li> <li>Improved quality of tags and labels improves customer satisfaction</li> </ul>

## OM Plus Feature Summary

### Advanced Document Delivery and Printer Administration:

- Print job delivery and confirmation all the way to the output tray
- Homogeneous administration
- Multiple ways to receive any system's print jobs
- Bi-directional communications with the printer
- Notification of delivery failures
- Automated job re-direct
- Auto notification
- Enterprise Security/User Access
- Direct access to printers' web servers
- Delivery to multiple destination types - i.e. printers, e-mail, fax, web server
- Audit trail and Accounting information
- Scheduling and easy forms control
- Context based delivery
- Real time, intelligent bursting/collation/bundling
- Data parsing and trigger identification
- Intelligent data flow control
- Extensive tools for administration
- PJI, SNMP support
- Remote network printer status
- SAP R/3 interface option
- Java GUI or HTML interface
- No Application changes required

### Other Print Management Features:

- Delayed purge
- Archival options
- Page range printing and next page re-start
- Automated load balancing among printers
- Re-start, Re-print, Re-direct
- Add and manage printers while services are up
- Simplified printer definition and propagation
- SNMP-host resource
- Single point of printer administration across multiple servers
- Event based automation

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## OM Plus at a Glance

<b>Print/Printer Management</b>	Over 100 print management features including re-print, re-direct, range printing, viewing, scheduling, load balancing archiving, e-forms support, and many more.
<b>Centralized Control</b>	Single, centralized view of all enterprise print jobs and printer status on a single screen and provides control with a rich tool set for administration even in mixed environments that include UNIX, Linux, Windows/NT, mainframe, AS/400, and other types of systems.
<b>Optional Modules</b>	Report Distribution, Report Bundling, Context Delivery Plus, OM- Stats, Archive, HTML Interface, R/3 Delivery, Fax Delivery, UNIX to Windows printing
<b>Licensing/Pricing Model</b>	OM Plus is a server-based license. The number of local queues determines price of each server. Enterprise and subscription licensing are also available.
<b>ERP Integration</b>	OM Plus is compliant with most ERP applications including, SAP, PeopleSoft, Oracle, QAD, JD Edwards, & many others.
<b>Platform Support</b>	OM Plus runs on most commercial UNIX platforms including Sun Solaris, HP-UX, IBM AIX, SCO, DEC, SGI, DG, SVR4. OM Plus also runs on Linux & Windows Server
<b>Includes Support Plus</b>	The first year of Plus Technologies Support Plus is included with the purchase of an OM Plus license. Standard Technical Support is 8am-8pm Eastern Time. 24/7 Support is an option.
<b>Professional Services</b>	OM Plus, like all Plus Technologies software solutions, is designed to be customer installable. Plus Technologies professional services are available to help customers with installation, advanced configuration, training and custom implementations.

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The logo for Printech, featuring the word "Printech" in a bold, stylized, sans-serif font. The letter "P" is significantly larger and more prominent than the other letters, which are in a smaller, uniform size.