

### Output Management

#### Solutions to Improve Print Help Desk Operations

Printech software and services solutions solve a wide variety of output management and document delivery challenges found in your print help desk operations. These case studies will provide you with ideas to improve print help desk operations at your organization. The solutions on this page have been implemented to address this type of document delivery challenge.

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

#### Solutions

##### Remote Print Administration and Control = Better Print Help Desk Operations

Due to various reasons like application restrictions and growth by acquisition, many different UNIX types and Windows Server versions are installed and running organizations today. Each one of these different operating systems handles printer device setup and print queue management with its own flavor of administration tools (UNIX print administration is based on the lp print utility that was developed over 35 years ago). These tools lack intuitiveness and are not robust. This results in confusion and complexity when it comes to managing a print environment. This complexity grows if the environment is wide spread around the country or the world.

Due to workloads, higher priority issues, and the amount of requests received by central IT help desk staff, unnecessary customer delays can be experienced with just print queue and device setup and management around the world. The addition of supporting day to day printing problems just make the problem worse. These print-related requests can account for approximately 40% of all calls into the help desk area.

Utilizing OM Plus is the solution to this output management problem. An enterprise-wide rollout allows seamless print queue setup, and printing operation and troubleshooting for disparate systems, applications, and users. Users and IT staff can be empowered and more productive when it comes to managing a worldwide print infrastructure.

In one customer, what used to take up to 40% of their help desk's resources (print queue setup and management around the world) has been reduced to a single staff person supporting over 2,000 printers on three continents around the world.

##### Notification of print failure in production line environment

Any enterprise that requires the printing of documents (pick lists, assembly instructions, work orders etc.) in real time to maintain production line work flow.

Many manufacturing organizations that follow a custom build to order production environment, rely on documents to ensure the correct options are assembled by the production worker as a unit comes down the production line. Failure of the document to print can cause significant production delays and even line shutdowns.

Utilizing OM Plus is the solution to this output management problem. OM Plus handles the delivery of the document all the way to the output tray in the printer. If for any reason, the document does not actually hit the printer's output tray at the assembly line work station, IT support is immediately notified by OM Plus and dispatched to resolve the printing problem before a production line shut down occurs. This significantly improves efficiency, reduces downtime, increases productivity and saves cost!

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

##### 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



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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.

### Improved printing in a Windows environment

The key business document delivery business problem faced in a Windows Server environment is the lack of a robust print spooling system that has advanced, post-spooling functionality. The Windows Spooling System (WSS) works fairly well in terms of performing the duties for which it was designed, spooling print jobs and delivering them to a printer. However, advanced, post spooling functionality is virtually non-existent in WSS and this causes business problems. The Windows Spooling System lacks the post-spooling, batch printing tools that are needed to streamline document centric business processes in an "enterprise class" print environment.

Utilizing OM Plus is the solution to this problem. It monitors all system activities and 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.

### 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.

### 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.

### Replace HP OpenSpool or other legacy print spool product

HP has discontinued OpenSpool and has announced plans to discontinue support very soon. This situation creates the problem of needing to replace a discontinued product. Many customers also want to move more functions related to print administration from the IT department to the end users to reduce the workload on the IT staff. Doing so will streamline operations and administration within the organization with respect to your print operations, improving efficiency and increasing productivity. Hpoften presents Dazel as an alternative to OpenSpool for the customer to consider. Dazel is not a fit at due to its high price and the extensive effort to implement it. Dazel would be difficult for end users to use due to its complexity and therefore defeat a common objective, moving more print administration from the IT department out to the end users.

Even though there are multiple alternatives customers have told us that when they perform the evaluation, [OM Plus](#) with its built in OpenSpool replacement functions, is the best solution for those organizations looking to replace OpenSpool with a current and supported product.

### Control print stream data traffic

Many organizations send printed reports across their Wide Area Network The delivery of these large centrally created reports over the WAN causes network traffic bottlenecks and often requires manual intervention from IT.



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Utilizing OM Plus is the solution to this problem. OM Plus receives the application report at the central location and passes it through a filter process to compress the report. After compressing the report, OM Plus delivers the report to OM Plus on the other end of the WAN for decompression and printing. Additionally, some printers are able to receive the compressed jobs and uncompress them for printing without OM Plus. Reducing network traffic in this way has even allowed a customer to avoid an expensive WAN upgrade.

### Archive documents for short term re-printing

Archive is an optional module for OM Plus that stores and quickly retrieves documents spooled through OM Plus. Archived reports are optionally compressed and stored in a user-defined directory. Reports are "tagged" to be archived with a command line option or from the Status and Control screen of OM Plus. 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.

#### WHY ARCHIVE?

Save space – Store and backup compressed reports.

Save time – Quickly access stored reports on-line. Simply select the stored report you want to view or print.

Save system resources – Run the report once and keep it available on-line for your users to access.

Secure report viewing – Users can only view and print reports they have permission to access.

Easy to use – Query reports by date range, user id, printer, report title, or text within the report.

Why print when you can view? – The Archive and OM Plus report viewer allow reports to be viewed on-line. Spool a report, place it on hold, and let users view it and print only the pages they need.

### 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.

### Secure Check Printing

Checks are a very unique type of document. Checks are negotiable instruments and printing them over and over again to get something right or to re-print a check run because a few checks were not right adds the challenge of having to void checks that are printed multiple times. Setting up for running checks is often filled with trial and error until the checks line up right etc. Additionally, running checks is typically a security challenge. Check printing has to be monitored closely.

Utilizing OM Plus adds additional administrative control and functionality to the check printing process. It adds the ability to view the check runs on-screen before they go to the printer and provides control over the releasing of checks to the printer, which increases check run integrity. No more, printing checks and waiting hours until they are done so you can leave. OM Plus allows you to stop the print job and re-start it exactly where you left off without any missed or duplicate checks.

### Print documents from mainframes on network printers

Any large enterprise that needs to support mainframe and network printing faces the challenge of the migration/conversion 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.

### Manage the handoff to forms packages and tracking the delivery of the document

Any enterprise that needs to merge document text with electronic forms and send the document out over the network faces this challenge. When document text is merged with an electronic form, the resulting document is typically a very large file.

Enterprises with a large amount of electronic form document delivery will soon find network traffic spikes and bottlenecks resulting.



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Utilizing OM Plus is the solution to this problem. OM Plus dynamically recognizes documents that require electronic forms merging. When that happens, OM Plus passes just the text of the document over the network (greatly reducing network traffic) to a product called Optriform in a Lexmark printer. Optriform merges the text with the locally stored electronic form and prints the document.

### Dynamic re-routing of large print jobs from network to production printers

Organizations face a very real challenge regarding moving to de-centralized printing. When analyzing the thousands of print jobs that are being printed on your centralized production printers, it is likely that most of the jobs are under a couple of hundred pages. Deploying network printers and directing print to them can effectively handle these jobs. However, some percentage of your enterprise application print jobs are over 200 pages and would prove to be problematic if they were printed on the network printers.

Problems that would arise include:

- When a job is larger than the paper input tray of a printer, the job may not completely print until more paper is added (unbeknownst to the user who requested the job and picked it up thinking it was complete) and their information would not be accurate due to lack of pages
- Printers would be monopolized by large jobs creating a bottleneck for end users trying to print, putting the user back at the same point they were before de-centralization, lack of productivity while they waited for the delivery of their print jobs.
- Bandwidth on network segments could be over saturated by printing large jobs, causing throughput problems for other users and applications
- The cost per page associated with network printers is higher than the large production printers. This cost increase is offset by the improved delivery times of small print jobs, however, the cost to print very large jobs on the network printers usually can not be justified.

Utilizing OM Plus, jobs can be automatically re-routed from the network printer to the large central printer if they exceed a certain number of pages (or other criteria). At that time, the end user receives an email instructing them how to pick up their re-directed job.

### Print job delivery 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 PDL 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.