

Solutions for Streamlining the Print Infrastructure

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.

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.

Web-Based Document Archiving

The process of printing reports centrally and distributing them around your organization presents multiple problems. First, it is expensive to print and then distribute large volumes of reports (often used for reference only or for specific information found on a few pages of large reports). Secondly, the model of centrally printing, then distributing reports, is too slow in today's business climate. Business processes were being delayed while the knowledge worker wait for the report they need to complete their assigned task.

Utilizing [OM Plus](#) and [Report Manager](#) can almost eliminate the cost of centrally printing and storing reports. In addition to reductions in cost, there is a significant reduction in the cycle time associated with creating financial reports and getting them into the hands of knowledge workers around your organization. Reports are created and stored in a central archive. The end user receives an e-mail immediately after the report is archived notifying them that their report is available for viewing and/or local printing.

Remote Print Administration

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.



Advanced Document Delivery and Printer Management

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 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.

Print documents from mainframes on network printers

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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, heterogenous 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.