

PrinterLogic Connects Print Management to OM Plus Delivery Manager™



PrinterLogic

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Why Organizations Want an Enterprise Print Management Solution

Managing Enterprise printing is a big problem for large organizations. Analysts say that 20-60 percent of helpdesk calls are printer related and 30 percent of business process failures are related to print issues. The reason for these staggering statistics is that managing Enterprise printing is a complex process. It involves multiple data streams, workflows, servers, operating systems, data transformations and complex networks supporting many printers and workstations at multiple locations. With the disparate native utilities that “out-of-the-box” applications rely upon, this type of environment provides many challenges for organizations.

Typical Enterprise Print Management Challenges Include:

- Lack of ability to automate the creation and on-going maintenance of printer objects or print queues and printer driver deployment across various workstations, operating systems and intricate virtual desktop infrastructures (VDI) such as Citrix and VMware Horizon View. (i.e., many redundant printer objects across many servers and workstations).
- Lack of centralized print job management and monitoring tools that can apply advanced rules-based delivery options, track the flow of print jobs, provide proactive alert notifications and empower the helpdesk to quickly resolve print issues.
- Too many print servers at host and remote locations results in costly infrastructure and support costs.
- Inefficient WAN utilization with central print servers handling the local print requirements at remote sites (i.e., double hops on WAN).
- Out-of-the-box solutions lack value and capabilities such as:
 - Advanced rules-based routing based on job content, situation and other information
 - Tamper Resistant Rx printing on plain paper
 - Secure mobile printing release capabilities
 - Secure remote internet printing
 - Statistical analysis of print usage
 - High availability, load balancing and other issues

Today, IT departments are looking for Enterprise print management solutions that can overcome the challenges above for both front-end printing and back-end printing environments. Front-end printing refers to when users go through a standard Windows print experience and they can choose printers/preferences. Back-end printing is when users go through a print experience dictated by the application software where they have limited or no choice of printers and preferences.

The integration of PrinterLogic and Plus Technologies solutions provides an Enterprise print management solution that addresses the issues above.

From a high-level PrinterLogic and Plus Technologies deliver:

- PrinterLogic Web Stack (formerly Printer Installer), an on-premises web application that enables IT to manage and automate the creation/propagation of printer 'OBJECTS' and printer 'DRIVERS' across the print environment from a single Admin console.
- Printer objects created in PrinterLogic Web Stack are replicated to the Plus Technologies' OM Plus Delivery Manager back-end print environment.
- OM Plus Delivery Manager manages the delivery of business process-related print jobs from applications, such as EMR, ERP, SAP accounting systems and desktops. It provides advanced rules-based document delivery, confirmation of delivery, load balancing, monitoring, proactive alerts, reporting, support toolsets and more.
- Both solutions help reduce the number of print servers.

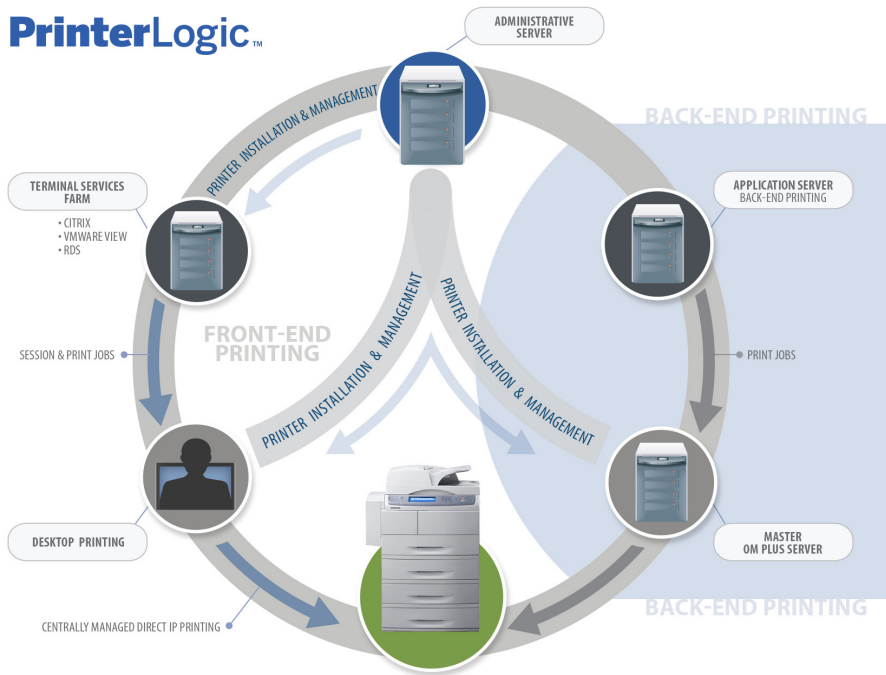
By integrating these solutions, we are able to provide an enterprise-class print management solution that empowers IT to manage their entire print environment.

Overview of the Solution

PrinterLogic Web Stack and OM Plus Delivery Manager bring value to different parts of the Enterprise print environment. When combined, it becomes an even more powerful solution that saves organizations time and money, reduces print-related infrastructure and minimizes the need for dependency on multiple teams for deployment and support.

How It Works

PrinterLogic Web Stack creates a centrally managed direct IP print environment for front-end Windows printing. Even though this eliminates the need for print servers related to front-end Windows printing, the solution also manages any existing Windows print servers needed for back-end printing.



The combined solution uses PrinterLogic Web Stack to manage and automate the associated creation of printer objects and printer driver deployments on a shared Windows print server. This creates a way for the OM Plus Solution to provide front-end or back-end print streams, connecting the dots for redirecting back-end print jobs to front-end network printers.

PrinterLogic Web Stack creates the printer object for the front-end environment, which triggers the automated creation and linking of the printer object to the OM Plus Delivery

Manager back-end environment. OM Plus Delivery Manager replicates that information throughout the back-end print environment and manages, monitors and delivers the print jobs to their final destinations.

Additionally, PrinterLogic Web Stack manages the printer objects and drivers for printing directly from workstations to printers. This is typically used for standard desktop printing and removes the need for the end-user to send print jobs through a print server, reducing WAN traffic.

Three Common Printer Deployment Challenges Addressed by the Integrated Solution

Challenge 1—Creating Printer Objects in Many Systems

When IT is tasked to create a new printer that requires connecting to UNIX, Linux, Windows or Mainframe back-end enterprise applications like EMR, ERP, SAP accounting systems and others, it requires participation from multiple teams to complete the task. This is due to the fact that front-end print servers lack a dynamic integration to back-end printing solutions. Multiple teams are required to create the printer on the front-end Windows print server, then within OM Plus Delivery Manager and the back-end solutions. The teams repeat the task for each printer. Without question, repeated manual tasks are error prone and waste time.

Solution

PrinterLogic Web Stack enables IT to create printer objects without involving multiple teams. In fact, the process can be consolidated to a single IT person. The administrator simply logs into PrinterLogic Web Stack's web-based Admin Console and creates a printer object by specifying a printer name, IP address, location, comment and profile configurations that include trays, paper sizes and type in each tray and driver for various operating systems. PrinterLogic Web Stack then automatically:

- Creates the Windows printer object on the specified Windows print server, shares the printer object and invokes the OM Plus Delivery Manager Sync tool running on the print server.
- The OM Plus Delivery Manager Sync tool then automatically creates a companion printer definition in OM Plus Delivery Manager and links it to the Windows printer object, or if a matching OM Plus printer definition already exists, it will simply link it to the Windows printer object. The end result is that print jobs sent to the Windows printer object are collected, processed and delivered by OM Plus Delivery Manager.
- OM Plus Delivery Manager can also propagate the printer definition to its other UNIX, Linux and Windows supported back-end print systems.

Challenge 2—Managing Printer Objects in Many Systems

When a printer setting or new printer driver requires changes, the task must be repeated on the same front-end and back-end touch points of the individual systems. This results in two major problems for organizations: the

business process tied to the printer being updated is interrupted until all updates are completed and time is again wasted by repeating the same steps on front-end and back-end solutions.

Solution

When a printer setting change or new printer driver is required, a single person can make the change(s) within PrinterLogic Web Stack's Admin Console the IT admin makes the change. The change is automatically made on the Windows print server, which notifies the OM Plus Delivery Manager Sync tool and updates the settings in the various backend print systems.

Challenge 3—Configuring Workstation Printing

In order for end-users to print from applications like Word, Excel, email and business process applications on their Windows, Linux or Mac workstations, IT has to deploy the logical printer objects to the workstation. Administrators often use antiquated scripting or complex Group Policy Objects (GPOs) to deploy printers to users. Moreover, native Windows printer deployment tools don't support Mac and Linux workstations. Each time a printer is added, moved or removed, IT is forced to manage the GPOs and scripts that deployed the printer objects to the workstations, or worse, manually visit the workstations to install the printer.

Solution

IT uses the printer object directory provided in the PrinterLogic Web Stack Admin Console to specify the Active Directory (AD) user, group, container, OU, IP address range or host name to have the printer deployed to. PrinterLogic Web Stack then automatically deploys the printer to the desired workstation(s) and/or users. As the end-user prints to the printer, the print job is sent directly to the printer, eliminating the need for print servers or print related WAN traffic. Optionally, if value-add delivery capabilities are required, it can be sent to the Windows print server where OM Plus Delivery Manager will collect the job from the printer driver and manage, monitor and deliver it to its final destination.

PrinterLogic Web Stack also provides a Self-Service Printer Installation Portal that even the least skilled end-user can use to self-install printers. The portal automatically opens to the end-user's current network location and displays the nearby printers. The end-user then clicks on the printer and confirms the install by pressing the Yes button. The printer is now available to the end-user to begin printing.

Summary

The integration of PrinterLogic Web Stack and Plus Technologies' OM Plus Delivery Manager enables organizations to implement an Enterprise-class print management solution, encompassing both Windows front-end printing and business application-driven back-end printing. It significantly increases the operational efficiency of the Enterprise print environment by:

- Reducing the time required to create, deploy and manage printers in the enterprise.
- Giving enterprise visibility to printers, jobs and processes along with helpdesk toolsets.
- Providing advanced rules-based delivery capabilities.
- Reducing the number of print servers.
- Increasing the performance and availability of the overall print environment.

With Print Output Management Solutions from PrinterLogic and Plus Technologies, setting up and managing print environments is easier and faster, the environment operates more efficiently and problem resolution can happen in minutes instead of hours or days.

To learn more about how the integrated solution will help your organization, contact us at:

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Plus
Technologies
Enterprise Software

For more information, a demonstration and 30-day trial, contact sales@printerlogic.com or call 1-435-652-1288

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