PrinterLogic

5 Critical Mistakes in Banking

That Make Printing Vulnerable & Expensive

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We asked hundreds of IT professionals what they've learned about the most secure and efficient ways to manage printers on their company's network. They identified five common mistakes and missed opportunities they wished they had addressed sooner:

- It's risky to print sensitive documents without using pull printing
- Outdated printer-management strategies waste IT resources
- Print servers are expensive to maintain
- Printer problems interrupt critical transactions and frustrate users
- Inefficient printer deployment makes growing your organization difficult

For finance and banking executives, printing practices that increase risk in terms of data security and compliance is an especially big concern.

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[1]"Market Trends: Print Software Vendors Must Innovate and Differentiate for Competitive Value" - 28 March 2016, Lai-Ling Lam, Gartner, Inc.

1. **It's risky to print sensitive documents without using pull printing.** Your business is highly regulated, and secure printing should be part of your compliance with the Sarbanes-Oxley Act (SOX).

- What if an employee prints a confidential document, gets distracted, and doesn't pick it up? How do you know sensitive print jobs end up in the right hands?

- What happens to extra copies and abandoned print jobs that could harm a client or reveal protected information?

- Do your systems track who printed a document, what was printed, when it was printed, and where it was printed? Bottom line: Without authenticated pull printing, your confidential data is at risk.

2. **Outdated printer management strategies waste IT resources.** According to Gartner Inc., companies spend too much time managing print servers, distributing printer drivers, and servicing help-desk calls associated with printing. Every server is a single point of failure, and when it crashes, users can't print. Managing scripts and group policy objects (GPOs) to deploy printers takes IT time and resources. Even the simplest task, like replacing a printer with a new model or updating a driver, needs a script. In a virtual environment, such as Citrix or VMware, standard printer deployments are often one-size-fits-all solutions that degrade network performance and make driver management difficult.

3. **Print servers are expensive to maintain. A print server can cost up to $4,000 a year to maintain.** They require OS upgrades, patches, and virus protection that demand attention. As you scale up, these issues get even more complicated. Adding print servers in branch offices puts more server management outside of the data center, which adds risk. Because they don't offer much in the way of centralized management, remote print servers require onsite IT support. Self-service options for your end users are limited and confusing. When you add up the hardware, software, and human capital costs associated with maintaining them, print servers are very expensive.

4. **Printer problems interrupt critical transactions and frustrate users.** Installing printer drivers, or even worse, dealing with a downed print server, interrupts work that is essential to running a bank. A failed print server can affect hundreds of end users. When time-sensitive loan docs get stuck in a print queue, profitable transactions skid to a halt. Printing logjams start piling up. People feel powerless, and tempers flare. What you need is a proactive way to detect printer problems early so they can be fixed before end-user productivity takes a hit.

5. **Inefficient printer deployment makes growing your organization difficult.** A key concern reported by IT executives is that adding branch offices makes it tough to keep pace with new printer deployment. Traditional methods add work for IT, amplify security risks, and increase headaches for end users. A virtual desktop (VDI) environment adds even more complexity to managing printers in numerous locations, and often leads to chronic printing and deployment issues. More than 85 percent of IT managers who sought out new solutions were focused on the following challenges:

- They wanted centralized printer and driver management
- They wanted to deploy printers without the need for scripting and GPOs
- They wanted to simplify end-user installation for printers

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[2]TechValidate, 2016 PrinterLogic Thought Leader Study
[3]TechValidate, 2017 PrinterLogic Customer Baseline Study

PrinterLogic provides a robust solution for all of these problems.

Your business is one of the most regulated and scrutinized industries in our economy. Based on insights from other IT executives, we've explored five common mistakes. By using PrinterLogic's approach for managing printers across a network, you can address these risks and improve efficiency at your bank or credit union:

- **Authenticated pull printing.** PrinterLogic makes it easy to set up secure pull printers that reduce risk and help ensure compliance. A job is printed, held, and then released at the printer by the authorized user by swiping a card or entering a password. The application provides audit records to show who printed, what was printed, where it was printed and when.

- **Eliminate print servers.** PrinterLogic lets you eliminate print servers—both in the data center and in branch offices—and centrally manage your printers using a convenient Admin Console. Print-management tasks that were previously done with servers, group policies, and scripts can be done more efficiently, resulting in reduced infrastructure, licensing, and management costs. Two-thirds of our customers say the time they spend managing printers has been cut in half.

"We were managing 65 print servers. We needed a way to consolidate and centrally manage everything. The time PrinterLogic has saved us is invaluable."

-Marc Forester, Technical Services Manager, BankPlus

[2]TechValidate, 2016 PrinterLogic Thought Leader Study
[3]TechValidate, 2017 PrinterLogic Customer Baseline Study

- **Empower end users and reduce help-desk calls.** The majority of PrinterLogic's customers in banking and finance report that printer downtime was cut up to 75% after deployment. PrinterLogic includes a Self-Service Installation Portal that gives end users the ability to install a printer on their own, reducing their dependency on the help desk. The portal also helps a user install a different printer that's more convenient using a visual floor-plan map. Since every printer on the network is monitored centrally, your IT staff can get early warning notifications about printer issues and address them before the phones start to ring.

"PrinterLogic has single-handedly reduced our help-desk call volume by almost 50%. The interface is simple to use, and even less technical employees can install their own printers."

-Matt Duso, IT Specialist, CFCU Community Credit Union

- **Reduce the IT overhead needed to grow your organization.** As you add branch offices, the proliferation of print servers and inefficient ways of managing printers become obstacles to scalability. PrinterLogic's web-based console lets IT staff centrally manage printer deployment and simplifies getting the right driver to the right workstation—all without complicated and error-prone scripts and GPOs. PrinterLogic's direct-IP architecture provides Citrix and VMware support and helps solve many issues that bog down VDI printing. Print jobs are sent directly to the local network printer, thus reducing WAN traffic and speeding up the process. In fact, more than 80% of our customers report that they are deploying printers without scripting and GPOs now.

"Print jobs are streamed over an optimized Citrix network connection and then printed from the computer directly to the printer, as opposed to printing from a print server in our data center over the WAN. We have zero servers now in our branches, so we have less server hardware to support and maintain."

-Mike Currie, Senior VP and IT Infrastructure Manager, Banner Bank

By eliminating print servers, adding secure pull printers, and providing the ability to centrally manage your entire printer fleet, PrinterLogic helps you reduce risk, reduce IT overhead, and save money. More than half of our customers say they broke even on their software investment in 12 months or less. PrinterLogic customers have dramatically reduced help-desk calls by deploying our Self-Service Installation Portal, which lets employees install a printer or update a driver on their own, without IT assistance.

For more information about PrinterLogic and its benefits, or to schedule a trial installation, go to **printerlogic.com.**

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[3]TechValidate, 2017 PrinterLogic Customer Baseline Study