



CASE STUDY

# PrinterLogic Increases Efficiency, Accuracy, and Ease of Use in Printing Environment for Leading Australian Emergency Service

This emergency service supports and protects the community in the face of natural and manmade disasters.

What makes this organization so unique is not just the selflessness of its mission. It is also the fact that the organization is largely made up of volunteers. They are responsible for staffing hundreds of locations across the state and responding to critical events at a moment's notice.

Being so spread out, this emergency service had no choice but to do things the hard way. To deploy any IT equipment, including printers, the IT staff would have to visit every single site and manually configure the associated devices. After that, any change to settings or drivers would require them to remote into the local network. But dozens of their tiny, rural sites are on shaky Internet connections and often unstaffed for long periods of time.

Then it came time for an organizationwide upgrade to Windows 10. As they rapidly shifted workstations to the new OS and adopted more cloud services such as Office 365, it prompted a lot of discussion about

time-consuming printer installs. Even the print server at their headquarters was more labor intensive than it needed to be. Everyone felt that print management could be handled better.

That was “the elephant in the room,” says the Technology Services Support Officer at the company. “Once we had migrated to Windows 10, the next big thing was the printing: How are we going to streamline the printing component?”

Through its Admin Console, PrinterLogic SaaS allows IT teams to view and control the entire print environment. They can easily make individual or bulk changes, update drivers from a single repository and double-check printer installs. And there is no need for remote management sessions. All printer-related changes are automatically relayed to the workstations as soon as they are online.

## KEY STATS

01



IT TEAM  
THAT NEEDED TO MANAGE



400



PRINTERS  
ACROSS



80



DIFFERENT LOCATIONS  
WITH OVER



11,000



POTENTIAL USERS

“

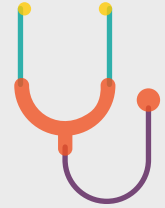
For our deployments, PrinterLogic SaaS is great. It’s literally just a matter of waiting for the machines to come online. We don’t have to click an installer or run any scripts or do anything like that.”

“Just having all those printers sitting in that single pane is a huge benefit,” says the same Technology Services Support Officer. Thanks to the Admin Console and built-in reporting, the organization also has a much better fix on print activity now. IT can spot low-usage devices and gradually phase them out.

As a hosted solution, PrinterLogic SaaS enabled this emergency services company to start eliminating outdated infrastructure like the print server at its headquarters. That cut down on management overhead along with costs of operation. It also improved scalability. The IT team can extend PrinterLogic’s functionality to any of their sites — now and in the future.

Print resiliency got a much-needed boost too. With PrinterLogic SaaS, even if the remote sites temporarily lose their WAN connection, they are still ready and able to print during emergency events.

**INDUSTRY**  
MEDICAL AND HEALTHCARE



**LOCATIONS**  
AUSTRALIA



Challenges	Results
<ul style="list-style-type: none"> <li>• Resource-intensive, manual printer installs.</li> </ul>	<ul style="list-style-type: none"> <li>• Deployment times have been halved.</li> </ul>
<ul style="list-style-type: none"> <li>• Limited ability to manage deployed printers.</li> </ul>	<ul style="list-style-type: none"> <li>• Single-window control over printer settings and drivers.</li> </ul>
<ul style="list-style-type: none"> <li>• Legacy server infrastructure was clumsy and expensive.</li> </ul>	<ul style="list-style-type: none"> <li>• SaaS print solution is more scalable and affordable.</li> </ul>
<ul style="list-style-type: none"> <li>• Almost no insight into printer usage.</li> </ul>	<ul style="list-style-type: none"> <li>• Reporting allows for data-driven fleet optimization.</li> </ul>
<ul style="list-style-type: none"> <li>• Print capabilities were uncertain at critical times.</li> </ul>	<ul style="list-style-type: none"> <li>• Essential staff can rely on their printers in emergencies.</li> </ul>