5 Case Studies: How Cloud-Based Print Management Transforms Organizations

Case Study Bundle

TUNGSTEN
AUTOMATION

5 Case Studies: How Cloud-Based Print Management Transforms Organizations

Reduce costs, improve productivity and enhance security through print automation

Introduction

Despite the focus on digital transformation, print is still a big part of business. From customer documentation, patient forms and even checks, printed documents play a key role in many workflows.

But the print experience is often clunky. Employees may lack access to print servers, especially when working remotely or moving between offices or devices. Managing printing across multiple locations is labor intensive and inefficient, wasting time and money. It's also a security issue.

Leading organizations are leaving the hassle (and print servers) behind by making the switch to a tech and budget-friendly cloud print management solution.

Read five case studies to learn how Tungsten Printix:

- Improves productivity, reduces costs and increases efficiencies across a distributed workforce.

- Simplifies and streamlines the printing process across multiple devices, operating systems and types of printers.

- Supports digital transformation efforts, aligning with your overall cloud journey, while maximizing security and compliance.

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Why DDV Picked Printix for Serverless Support Across Mixed Devices in Schools in Southwest Norway

Cloud print management service, Tungsten Printix, was the right choice for inter-municipal ICT provider, DDV. Using Printix, DDV was able to deliver serverless, remote print management to schools in their jurisdiction.

Challenge

DDV was tasked with a major project involving the deployment of Microsoft Endpoint Manager to all computers in 36 schools in their jurisdiction. As part of this transformation, DDV required a robust cloud-print management solution to make print management more efficient. As part of the process in identifying the right print management solution, DDV evaluated several vendor options. However, none offered the right functionality and features for their needs: That is, a serverless print management solution that could work in a heterogeneous environment. DDV finally identified Printix as the solution choice; Printix's capabilities in serverless cloud-print management ticking all of the evaluators' boxes:

The test phase found that Printix was very easy to use, the subsequent rollout was straightforward, and importantly, the system worked across a mixed-device environment. Once the decision to use Printix was made, full deployment was very fast.

DDV use Printix on Microsoft Azure, running VMware Workspace One, along with G Suite and Microsoft Endpoint Manager as part of the student work environment.

At least 36 schools are currently using Printix for serverless print management. The rollout of Printix has been seamless across the ICT portfolio and students have been unaffected by the change.

PRINT MANAGEMENT SOLUTION FOR ICT PROVIDER	
About DDV	About Atea
Det Digitale Vestre Agder (DDV), is an intermunicipal ICT collaboration, working across 6 municipalities in southwestern Norway. DDV, based in Hestehaven on Vigeland, has deep expertise in the delivery of ICT projects. DDV offer a 360 degree service, starting at the design and concept phase, and following up with project implementation, user support, and system operation.	Atea is the market-leading IT Infrastructure provider across Northern Europe. As a major Norwegian IT Infrastructure partner, Atea worked alongside Printix and DDV to deliver the Printix cloud-management service to DDV managed schools. Atea helped DDV replace Microsoft Windows Server print management with the serverless, cloud print management offering from Printix.

"The group in charge of the Intune (now Endpoint Manager) migration tested the Printix solution for just 10 minutes before exclaiming, 'This is exactly what we need!'"

Erlend Fiddan
DDV

Solution

One of the key reasons for choosing the Printix platform was that the device environment across the 36 schools was mixed. The heterogeneous device environment used by students and staff, includes Windows PC, Android phone, and Apple iPads. This mixed environment was challenging for server-based print management solutions to cover. However, the serverless system offered by Printix is agnostic to the operating system of a device and therefore can be used in mixed device environments. Erlend Fiddan, of DDV, commented on the ease of serverless printing: "Having a solution where we are not locked down to a server means that we can deploy very easily and expand to other administrators. Once you have the baseline set you can easily expand outwards from that." DDV use a simple use case application of the Printix solution to manage printers across all 36 schools under their jurisdiction.

Printix is a serverless printing solution, thereby eliminating the need for print servers. Hybrid computing environments can be managed using a single management platform without remote print servers. The administration and deployment of printers is seamless and does not impact the end user. In the case of DDV, the endusers are students and staff across 36 schools. The ability to monitor and maintain printers remotely, makes management easier and more efficient. With students being the main users of printers across the 36 schools under DDV's management, it was important to have a seamless transition. DDV found that the transition from the Windows infrastructure was entirely seamless and students did not even notice any change, the students being unaware of any difference in setting up print jobs.

Results

In this project, Atea acted as a reseller of Printix ensuring correct licensing. During the rollout, DDV had to deal with a barrier because of an unusual IP network segmentation used by DDV for the school ICT project. DDV turned to "Print via the cloud", a Printix feature, that could be used as a workaround for this unusual infrastructure, while maintaining security. However, support from Printix is being offered to DDV to deliver to this unusual IT environment.

Elkjøp: A Digital Transformation in Printing

Tungsten Printix was chosen by major consumer electronics retailer, Elkjøp, as part of the digital transformation goals of the company.

Challenge

Elkjøp is a renowned retailer with a buoyant business operating across hundreds of stores. Printing is a key part of the operations of the business and plays a role in Elkjøp's commitment to offering an exceptional customer experience. Elkjøp had several challenges for a cloud-based print management solution, including the ability to allow retail assistants to print receipts, from mobile and Kiosk devices, on behalf of customers.

Elkjøp, like many other businesses that operate across a distributed shop model, has operational challenges. This extends to print management and accessibility. Printing has, to date, been handled in individual stores by Elkjøp staff. Remote access to maintenance often required non-IT employees to manage printers and handle maintenance. The result was high operational costs and reliance on individual shops to perform printer maintenance resulting in poor efficiency.

Printix stepped in with a highly flexible print management solution that perfectly fitted a distributed operational model. In using the Printix print management solution, Elkjøp is digitally transforming the entire print experience across the company.

**PRINT MANAGEMENT SOLUTION
FOR CONSUMER ELECTRONICS RETAILER**

About Elkjøp

Elkjøp, better known as Elgiganten or Gigantti outside Norway, is the largest consumer electronics retailer in the Nordic countries. The company employs around 11,000 in over 450 stores across the Nordic region. Elkjøp was founded in 1962 and it was purchased in 1999 by Dixons Carphone.

"Support from Printix is first class, and the communication is fantastic. We appreciate their flexibility with accommodating our needs."

Mats Weckhorst, Subject Matter Expert
End User Computing, Elkjøp Nordic AS

Solution

Elkjøp is a forward thinking organization. The company is undergoing significant changes, to create a phenomenal customer experience. One of the pieces of the Elkjøp digital transformation puzzle is the rollout of handheld android devices for retail assistant use. This is a new concept in Elkjøp shops, allowing retail staff to use mobile devices when helping customers. Elkjøp wanted to extend the functionality of the devices to allow for 'Print-on-the-Go'. This feature allows the likes of customer receipts to be printed off at source, to make the customer purchase experience seamless.

Printix provided the ability to easily print from a mobile device on the retail shop floor, as required. This provided enhanced flexibility in handling customers, improving the overall customer experience.

Easy management of printing was a key requirement in the project. Print used to be controlled centrally. Decentralization of print control, delegating responsibility to head office users, was important to allow easier management. Printix was able to supply this as the 'Site Manager' feature is a core part of the solution, providing control of printing on a per role basis.

Printix also supports easy deployment across an extended workplace. Installation templates can be used to deploy efficiently across all stores using a modern IT infrastructure to accelerate installation and updates. In offering easy installation and maintenance, Printix provides important features for any business going through a digital transformation project.

Another key requirement from Elkjøp was to be able to implement a Print solution that did not require a local Active Directory, Printix solved this with fully supported integrations towards Azure Active Directory.

A digital Kiosk approach is used in retail and other industries to increase efficiency, reduce costs, and focus computer use on key applications; Kiosks support single-computer to multiple-user use cases. Kiosks are computers that may not be on the corporate domain and are often decentralized. Adding Kiosk support to the Printix solution has meant that Elkjøp employees can use the Printix client on any shared computer.

The Printix feature also facilitates anonymous printing; employees do not need to login to create a print job.

Digitally transformed businesses are increasingly extending channel support, to include mobile and Kiosk-type devices. Printix saw Kiosk-mode as a useful addition to the core functions of the solution. Printix offers omnichannel support to allow printing from laptops, mobile devices, and now digital Kiosks.

Results

Printix is a mature product, in production across multiple international clients. Printix, however, understands that customer feedback can add benefits to even mature products. Elkjøp requested that Printix add a feature to support Kiosk-mode. Printix saw that this feature could benefit many organizations, not just Elkjøp. The Kiosk-mode feature was duly added to the Printix roadmap for delivery as part of the project.

Printix endeavors to work collaboratively with our customers to ensure we provide the best print management solution for every scenario.

Evergreen Management Services: How Printix Makes Remote Printing Easy

Tungsten Printix and Grahek Technology make remote printing a simple, pain-free experience for property management company Evergreen Management Services.

Challenge

Grahek Technology is a dedicated managed services company that specializes in deploying cloud-based communications and printing technologies. This focus makes them a perfect fit to implement the Printix cloud print management solution. In this project, Grahek Technology deployed Printix at Evergreen Management Services ("EMS").

EMS works with government projects. Part of their business process requires the printout of checks. These print jobs must be done securely and are often initiated from the central office to the remote locations for ease of payment. The older print management system used by EMS, required the use of a Virtual Private network (VPN), users needing to access the print server via the VPN to create a print job. This method presented issues in terms of speed, requiring more user steps, and being less intuitive for general users.

Evergreen Management Services wanted to make printing smoother, easier for users, and remote user friendly. To achieve this, EMS asked their trusted managed service provider, Grahek Technology, for help. The result was the deployment of Printix for cloud-managed printing.

PRINT MANAGEMENT SOLUTION FOR PROPERTY MANAGEMENT COMPANY	
About Evergreen Management Services	**About Grahek Technology**
Evergreen Management Services Inc. is a property management company based in the U.S. The company works across six+ remote locations, with a single central office. The company was established in 2002 and specializes in running housing programs. Evergreen Management Services also provides liaison services between government entities and tenants. The company employs maintenance specialists who need to travel to the housing programs and the six remote sites, as well as financial staff who deal with complex budgeting and funding.	Grahek Technology has over a decade of experience of delivering managed technology services. The company focuses on offering exceptional customer experiences through best-of-breed, practical solutions. Grahek Technology are specialists in communication technologies and cloud systems. The company mantra is that business relationships are like friendships; they require trust, communication, and an exchange of knowledge.

"In the past, printing from remote sites was complicated and time consuming. Now, in a click, Printix allows users to print directly from their own desktop or mobile device.'"
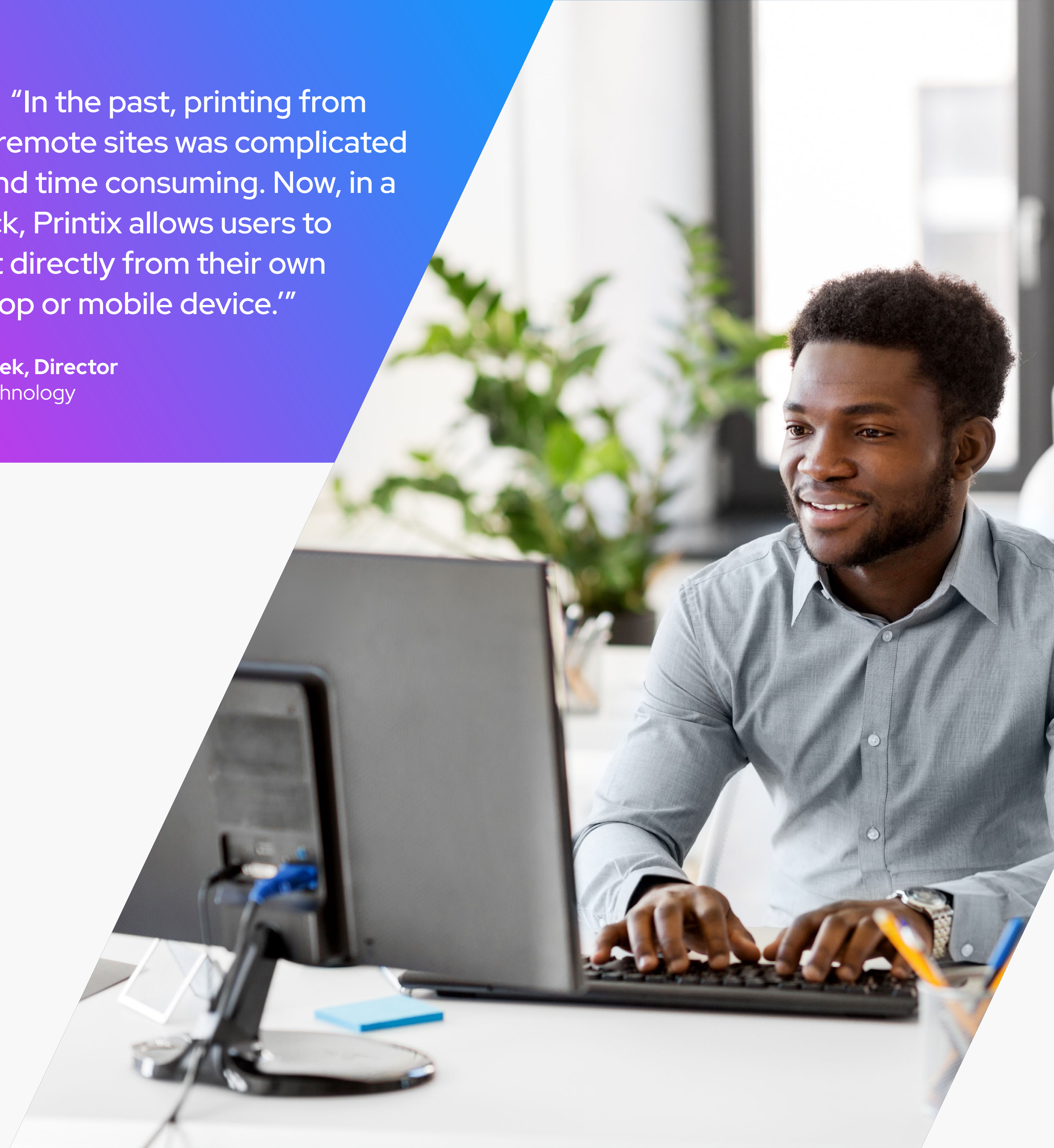
Chad Grahek, Director
Grahek Technology

Solution

Evergreen Management Services is a property management service company. Working in a fast-moving competitive space, means that access to the best technology is a must. Speed and accessibility across the six remote sites presented issues for users.

The company faced problems, in particular, printing checks remotely. Each of the six remote sites had this remote printing of checks requirement but this proved labor intensive, slow, and cumbersome. Using the older system involved multiple steps to print. The print process began with the use of remote desktop to access another user's computer situated at the printer location. Users had to coordinate print jobs and ask members of staff to help out loading the printer with checks.

The result was that during this process the user with the remote desktop could not work. Productivity was severely impacted and allowed the remote user to see accounting information they may not be privy to.

Grahek Technology provided EMS with the Printix cloud print management solution to ensure remote printing was made easy. The transition from a legacy system to Printix was seamless, smooth, and fast. Grahek Technology's expertise in providing managed services along with its focus on cloud-based print management, meant that Evergreen Management Services received the best-of-breed solution for their needs.

Evergreen Management Services employees travel and work across many remote sites. One of the biggest hurdles that the old technology presented was the management of multiple printers and print drivers that were installed to user desktops and laptops.

Ensuring all drivers were up to date was a challenge. This posed security and usability issues: Print drivers can be out of date; software can work differently across driver types; and, the management of print drivers meant that it was difficult to ensure the correct version was installed. Printix completely removed this issue. Printer drivers are always up to date. Printix also facilitates automatic detection of printers on any computer connected to Printix, making the addition of new printers, seamless.

The addition of technology layers adds complexity to licensing, usability, security, and management. Being able to remove non-essential software is always a great choice to offer. The use of Printix at Evergreen Management Services helped enable Grahek Technology to remove the need for a VPN altogether.

Results

Whether remote or on-the-go, printing needs to be secure, easy to manage, and easy to use. Printix and Grahek Technology made this possible across all remote sites at Evergreen Management Services.

The company used several of the Printix features, including:

- "Printix for Chrome OS" is used by EMS on Chromebooks that employees use during maintenance visits. Maintenance can now quickly print off documents at any site they go to. Additionally maintenance can send print jobs to other sites no matter where they are.

- "Printix Kiosk" is used for some local accounts and is especially useful for shared workstations, the feature being described as "slick".

- "Printix Mobile" is used by staffers who travel. It allows the ability to print to printers while on the go for quick access to necessary documents. From Androids to iPads its versatility increases efficiency.

Grahek Technology used Printix to provide dedicated printers at different sites that can now be used remotely or when employees move between sites.

Chad Grahek told Printix, "Users really love the fact that the printer names stay the same, but if they do need to change a printer name, it can be done in a click. This is unlike Active Directory, which uses a more convoluted process to change printer names."

Printix is a mature cloud-enabled print management solution, in production across multiple international clients. Printix, however, understands that local managed service providers are often preferred by customers. To this end, Printix has several partnerships with expert MSPs, including the U.S.-based Grahek Technology. Printix works closely with our partners to ensure that digital transformation projects go smoothly.

A "Cloud Wind": Why Jotun Chose Printix for Cloud Print Management Across Their Global Sites

Cloud print management service, Tungsten Printix, was chosen by global coatings manufacturer, Jotun, to provide digital transformation for printing.

Challenge

Jotun had already started on a journey of digital transformation when they realized the need to extend that to their enterprise print needs. Their legacy Windows 2008 servers were about to be deprecated by Microsoft. The need was urgent, but they wanted a best-of-breed cloud solution that was future proofed and worked within an Azure environment. Jotun chose Printix cloud print management service to replace its on-premise Windows server with a serverless cloud infrastructure. The need was across all of Jotun's global sites: remove their dependency on print servers while maintaining a seamless and easy user experience.

Jotun has around 7000 seats utilizing 70 legacy servers across 230 worldwide sites. The project was carried out in ultra-fast time and was up and running across 60% of sites within two weeks, with 95% of sites serviced in two months. User uptake was seamless. Kjersti Lutnes is the Group IT Infrastructure & Operations Manager for Jotun and headed up the project for the company. Like many manufacturers, Jotun is going through a process of digital transformation, moving many processes into the cloud.

PRINT MANAGEMENT SOLUTION FOR GLOBAL COATINGS MANUFACTURER

About Jotun

Jotun is one of the world's leading manufacturers of decorative paints, marine, protective and powder coatings. The Group has 65 companies and 39 production facilities on all continents, and more than 10,000 employees. Jotun products are available in more than 100 countries through its own subsidiaries, joint ventures, agents, branch offices and distributors. The Jotun Group's sales in 2019 was NOK 19.7 billion. The Jotun Group is organized into four segments and seven geographical regions. Its head office is in Sandefjord, Norway.

"We were able to tap into the expertise of the Printix team. Every time we had an issue or needed a 'tweak' the response was swift and effective.'"

Kjersti Lutnes, Group IT Infrastructure & Operations Manager
Jotun

Printing was already on the roadmap for upgrade and was seen as a priority because of Microsoft ending support for Windows Server 2008 on January 14, 2020. This change brought a number of challenges for Jotun:

- Ensuring that any new print environment dovetailed neatly into the overall Jotun Cloud Journey

- Jotun would be under time pressure as Windows Server 2008 was soon to be deprecated by Microsoft

- Before upgrading, Jotun was required to look at alternatives to on-premise servers

Solution

Kjersti took the challenge of moving from legacy servers to the cloud, head on, ensuring that the right people were in the right place at the right time. Jotun's Norwegian IT Infrastructure partner, Atea, recommended Jotun explore replacing Windows Server 2008 with the serverless, cloud print management service from Printix.

Once established as the solution of choice, the team at Printix worked in a highly collaborative and agile way with Jotun and implementation partner Atea.Printix's vast experience in migration to an Azure AD environment using Single Sign On (SSO) for serverless cloud print management, made the transition seamless.

Kjersti's expertise in driving the project forward and creating cohesion across the stakeholders was an important need for success across a large and distributed install base. A comprehensive statement of work, provided by Printix, ensured timely and efficient delivery of the project. Enterprise deployment methods and migration processes were managed using agile working. Regular cross-company scrum calls were key to deliver a fast and easy install.

The results of the Printix deployment provided Jotun with:

- Migration from on-premise to cloud, removing any dependency on Microsoft Windows 2008 legacy servers

- No more print server dependency

- A highly transparent rollout

- Seamless deployment across 100 countries

Jotun began deployment of the Printix cloud print management solution with a small test group based out of the South African offices. This went well and prompted an early rollout to a group of internal early adopter users; in this case, the early adopters were made up of around 200 users across global offices. After this early adopter test, mass deployment was able to be carried out very quickly by handling multiple sites per day.

Timeline: Initial rollout took around two weeks to cover 60% of Jotun global sites. Currently, 95% of all of Jotun's global companies have implemented Printix. In total, it took two months to deploy fully Printix across global, distributed, Jotun sites.

The End User View: End users did not even notice there had been a change to their print use. The end user saw the Printix user experience (UX) as "totally seamless." Kjersti said, "Many of Jotun's users were waiting for this exact solution, and they now have access to cloud-based print services from anywhere. Jotun's users are typically finding Printix very easy to use." For the end user, one of the key benefits of the Printix cloud management solution was being able to use print services from anywhere.

Results

Printix has a number of features that can be configured, out-of-the-box, as internal use of the system matures. Jotun plans to use the Printix 'Secure Print' option, which allows the use of a mobile app to release a print, ensuring more control when printing sensitive information. Jotun also plans to use the new feature in the pipeline from Printix, 'Site-Manager', that allows for multi-site management across dispersed sites using an easy to use graphical interface.

Redefining Cloud Print Management Simple, Secure, Cost-Effective

Tungsten Printix was chosen to provide one of the U.S.'s most prestigious museums with cloud print management services to reduce cost and provide easy and secure print management.

Challenge

The National Law Enforcement Officers Memorial Fund (NLEOMF) and National Law Enforcement Museum (NLEM) run a multitude of printers across four remote locations in the United States. Chad Fulgham, former FBI CIO and currently the CIO of NLEOMF and NLEM, had a dream of a building a cloud solution for their print management requirements. This dream needed to fulfill a number of criteria, including ease of rollout, great user experience, secure environment, and to be supported by an expert team. It also had to be a cost-effective solution as NLEOMF is a not-for-profit organization. Chad and his team chose Printix as it ticked all these boxes and more.

Chad Fulgham runs the NLEOMF as a forward-thinking, cloud-first organization. He and his team are moving to a fully cloud-based IT infrastructure running in Microsoft Azure. NLEOMF have benefitted from the kindness of industry players like Lexmark, who have donated a large number of multi-function printers (MFPs) and single-function printers to the organization. Chad's focus was to find a cost-effective, robust, and easy to use, print management system, that aligned with his goal of a fully cloud-based infrastructure.

PRINT MANAGEMENT SOLUTION FOR MUSEUM	
About National Law Enforcement Officers Memorial Fund	**About Chad Fulgham**
The National Law Enforcement Officers Memorial in Washington, DC is the nation's monument to law enforcement officers who have died in the line of duty. The National Law Enforcement Museum is dedicated to educating the public about the role of law enforcement in the USA.	Chad Fulgham has had a long and illustrious career working in cyber security and IT infrastructure for organizations such as the FBI. Chad is currently the CIO for the National Law Enforcement Officers Memorial Fund and the National Law Enforcement Museum.

"The innovative, agile, secure, and cost-effective approach to cloud print management with Printix has been unbelievable. It's one less thing that I have to worry about. Try it. It just works. You'll be amazed."

Chad Fulgham, CIO
NLEOMF and NLEM

Printing is a critical service for any enterprise, including the NLEOMF. The criticality of the service is coupled with frustration given the high levels of IT maintenance and costs required to keep print operations running smoothly. Chad had a number of challenges in finding his perfect-fit print management solution:

- Ensuring that the print environment aligned to the overall cloud journey
- Finding a technical fit that was also a budget fit
- Ensuring that implementation and roll out was fast and simple
- Finding a solution that was accepted by users and was intuitive
- A solution that could be used across multiple remote locations

Solution

With these requirements in mind, Chad went to the Microsoft Azure Marketplace to find a suitable solution. Here, he found Microsoft's certified ISV Partner, Printix. Chad was particularly impressed by three aspects of the Printix platform:

- Simplicity of design
- Cost-effective
- Security-focused

In terms of implementation of the Printix solution, several features stood out. The Printix central management console was highly intuitive and easy for administrators to use. The rollout of Printix was simple, being dynamically enabled via a dynamically provided .msi file — pushed out using Active Directory Group Policies and in NLEOMF's case, Microsoft's Intune platform; Printix also offered the use of an executable file for local installs. Chad described Printix implementation as "So simple it's almost criminal!"

Being a cyber security specialist, the security of the Printix cloud management platform was critical to Chad. Printix encrypts files and stores them locally. No documents leave the environment as they remain on premise and are protected.

Office 365 integration was another checkbox for Printix. Native integration with Office 365 authentication was another reason that Printix was chosen. This integration made log-in and access, seamless and simple. An important aspect of the overall solution was the extensive catalog of over 10,000 printer drivers that Printix maintains.

Results

After finding the Printix solution, Chad requested a trial period. Chad found that the Printix team was flexible and extremely helpful during this period. What helped to make the trial straightforward, was the simplicity of the roll-out and the intuitive admin console.

Some of the features that helped to make Chad's decision to choose Printix, included:

- Great customer experience
- Security, ensuring files stay on the machine securely until ready to print out – keeping sensitive data safe. This also ticks the compliance boxes around a clean desk policy
- Easy to use app which utilizes a QR code to make printing very simple via "Print Anywhere"
- "Print Anywhere" makes every corporate printer your printer
- Support for multitude types of printer
- Support for seamless printer swap-out
- Cost of Printix versus a legacy solution of
- Dedicated hardware

After the trial, Chad chose the Printix cloud print management service because it was a cost-effective solution that ticked all the boxes. Describing his experience, Chad said, "The innovative, agile, secure, and cost-effective approach to Cloud print management with Printix as my partner has been unbelievable. It's one less thing that I have to worry about. Try it. It just works. You'll be amazed."

Experience the world's most complete cloud print management software.

For more information about Printix, contact us at
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About Tungsten Automation

Tungsten Automation, formerly Kofax, is the global leader in intelligent automation solutions with a trusted legacy of nearly 40 years, with a team of 2,000+ employees in 40 countries, serving 25,000+ global customers. Our dedication to innovation and customer success has earned us industry recognition, including being named a leader in Intelligent Automation (IA), Intelligent Document Processing (IDP) and Process Orchestration by top analysts. We are trusted to help businesses gain unprecedented efficiencies and reduce costs through AI-powered workflow automations that propel their businesses into the future.

To learn more, visit **www.TungstenAutomation.com**

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