

# Redefining Cloud Print Management

## Simple, Secure, Cost-Effective

Printix 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



### Success Story

#### Executive Summary

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 building a cloud solution for their print management requirements. This dream needed to fulfill a number of criteria, including ease of roll-out, 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.

#### The challenges

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.

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



#### About National Law Enforcement Officers Memorial Fund

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 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 roll-out 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.

"So simple it's almost criminal!"

CIO of NLEOMF and NLEM, Chad Fulgham

"Print management is a pain for every IT department in the world, but Printix removes this frustration."

CIO of NLEOMF and NLEM, Chad Fulgham

## The benefits

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
- ✓ the 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
- ✓ the 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
- ✓ the 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."

Are you evaluating cloud print management solutions?

Email [sales@printix.net](mailto:sales@printix.net) or visit [printix.net](http://printix.net)