

# CASE STUDY

## Metro Gets Information Logistics on Track with VPSX

A premiere European metropolitan rail system implemented a VPSX® output server to manage printing documents from their applications. By replacing their obsolete printing system, the customer gained superior printing performance, improved support, and a fully SAP certified output management solution.

### ORGANIZATION

The Spanish city of Madrid is home to one of Europe's largest metro networks. Inaugurated by the king of Spain in 1919, the Metro de Madrid system comprises 190 stations distributed in a continually expanding 227 km network. The company continually enhances their systems to improve the safety and comfort of their growing fleet of trains.

### ENVIRONMENT

Today, Metro de Madrid is recognized as one of the most technologically advanced metro systems in the world. At the company's data centers, information systems monitor and control metro related activities. IT staff members manage these systems to ensure reliable capabilities for their users.

A variety of SAP applications are

run on Sun Solaris servers, one of the primary platforms for Metro de Madrid. These systems support around 2000 SAP users. The transportation company has more than 500 printers distributed throughout their organization.

### NEED FOR PUNCTUAL, RELIABLE PRINTING

Every day, Metro de Madrid prints business-critical documents. These documents — along with SAP-generated payroll, invoices, delivery notes, payrolls, job orders and warehousing reports — must print quickly and reliably for the company to maintain its business processes. For Metro de Madrid, assured document delivery and printing are fundamental requirements, not just an added benefit.

Metro de Madrid's previous solution had met their needs, but as technology advanced, the system did not continue to supply additional functionality.

The lack of functionality could cause business problems like:

- Due to printing errors, delivery



notes were delayed, which delayed the purchase of spare parts, which in turn delayed repairs.

- Interruptions, while printing work shift schedules, created problems organizing workers.

- Other print interruptions caused Metro de Madrid to pay overtime to their employees while they waited for jobs to print.

For Metro de Madrid, print job interruptions can disrupt their business operations. With their previous system, print interruptions could remain undiscovered for a while because the system could not proactively notify end users or administrators that an issue existed. It was vital for the company to implement a solution that could quickly find problems and prevents many kinds of issues from becoming a problem.

Metro de Madrid recognized the need for an advanced printing solution with the capability to

provide robust error recovery and assured information delivery. They needed a solution with support for IPP (Internet Printing Protocol) and BIP (bi-directional PDL) printer communication as well as automatic notification if a problem should occur.

Metro de Madrid also wanted the flexibility to let employees manage printing issues while working from any location. Most importantly, Metro de Madrid demanded improved vendor support.

### DEPENDABLE SAP PRINT MANAGEMENT AND MORE

After evaluating several options to manage their SAP and other open systems printing, Metro de Madrid selected VPSX and VPSX/OutputManager® products from Levi, Ray & Shoup, Inc. (LRS). The decision began to pay off from the very beginning. Whereas their previous output management software took more than 20 days to install and configure, the LRS solution took less than a day.

"The migration process to VPSX was very easy and completely transparent," stated one Metro de Madrid SAP technical staff member. "And when we began to work with SAP output and VPSX, it just worked!" The minimal impact to users was also very important.

*"Using VPSX, we immediately started saving time. I no longer waste time restarting printers and diagnosing printing problems – because we don't have these kinds of problems anymore."*

— SAP Technical Staff Member, Metro de Madrid

"Users don't have to know anything about SAP printing solutions," said another staff member. "As long as they don't have a problem, for them, that's enough!"

Metro de Madrid's VPSX solution continually informs administrators of job and device status. In addition, the system communicates output status to SAP users without requiring them to leave their SAP applications.

### THE VPSX SOLUTION

The VPSX solution provides Metro de Madrid with reliable printing, eliminating unnecessary delays or burden on technical personnel. Their technical staff gain a single point of control to manage delivery of their SAP and other output to hundreds of distributed printers.

The VPSX solution immediately delivered benefits for Metro de Madrid, including:

■ **Superior Performance:** Robust spool management and proactive

status capabilities reduce the occurrence of printing problems.

■ **Assured Printing:** Using VPSX and advanced protocols such as SNMP, IPP, and BIP, printing issues do not interrupt or add expense to their business processes.

■ **Document Protection:** VPSX encryption protects Metro de Madrid's payroll and other sensitive documents when printing to their Xerox Docuprint 75 printer.

■ **Increased Availability:** Metro de Madrid placed VPSX software into a cluster for greater availability. Their previous software was not cluster-compatible.

■ **Browser Interface:** Metro de Madrid technical staff can control VPSX remotely with no additional software and no additional fee.

■ **Dependable Vendor Support:** When Metro de Madrid has an issue, they are confident that the LRS technical support team can quickly solve it.

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