

CASE STUDY

An Optimized IT Infrastructure with a Global Output Management Solution.

Leading manufacturer of escalators and elevators standardizes SAP & Windows printing.



The customer is a complex organization with HP as its long-standing hosting partner. HP provides data center outsourcing and hosting services for SAP, end user computing (desktops) and IT infrastructure. The customer implemented HP Output server as part of their contract with HP in order to address SAP printing issues and to integrate a number of critical application workflow processes. The organization houses 10,000 SAP users and 18,000 Windows desktop users. It has three dedicated HP Output Servers and another 290 file and print servers. They generate approximately 4.2 million SAP print jobs per year. The total number of print jobs totals 10 million including Windows print jobs. They were looking to remove HP Output Server. They viewed it as complex and could see no future for it. They also had to invest in additional servers to support it. They used Output Server for faxing and driving complex application workflows which were critical to their business.

SmartForms and SAPScript were causing them pain. These applications were inflexible and could not address their business needs anymore.

They viewed StreamServe as a means of overcoming the issues they were facing and wanted to remove SAPScript and SmartForms completely. They had learned that StreamServe has a delivery component which they thought could serve as a potential replacement for Output Server.

LRS representatives informed the customer that we knew of no companies of a similar size and printer numbers that were using the delivery component. This convinced the customer to consider LRS instead. One of the suggestions was that the customer could simplify their IT infrastructure by implementing direct IP printing. Another suggestion was that they could reduce their development time-frame if they concentrated on customer facing documents. LRS could standardize their existing SmartForms and SAPScript forms using our OTF to PCL transform product which eliminated the need for investing in another solution altogether.

At that time, LRS was already working with a partner on another account and it was decided to jointly collaborate to win this RFP.

AT A GLANCE

The Company

The customer is a global leader in producing elevators and escalators with headquarters in Helsinki. Net sales equal 9.1 billion (2018). They employ 57,000 people worldwide.

The Industry

Manufacturing

The Requirements

Replace HP Output Server due to high maintenance costs and lack of expertise.

The Solution

VPSX Enterprise, VPSX Output Manager, MFPsecure, VPSX Global Fonts, Transform OTF to PCL, Transform/OTF to PDF, Transform/PDF to PS, Trans-form/PCL to PCL

The Benefit

The new Output Management service (OMS) was justified as a direct replacement for HP Output Server based upon 4,600 VPSX print queue definitions for SAP and Windows. They were also able to remove 270 Windows print servers - €1,215,000 per annum (€4,500 per server).

CASE STUDY

The SAP print environment proposed by the partner provided an end-to-end service by a single IT provider. The new service includes an agreed SLA to ensure SAP printing does not impact global business operations.

The LRS partner also provided an option for the inclusion of Windows printing (so far the focus had been on SAP printing) enabling the customer to remove 270 dedicated Windows print servers.

BUSINESS BENEFITS

Centralized management of SAP print queues (add, modify, delete, re-direct).

Centralized SAP print capture and direct delivery to the end user print device without the need for distributed print servers. The new SAP Print Management system spools SAP print data directly to print devices via the centralized VPSX print spool and associated VPSX print queue..

Centralized end to end visibility and management of the SAP print process.

Automated end-user notification of successful SAP print delivery.

Automated monitoring of critical events.

Replacement for HP Output Server functions for faxing. VPSX integration with a new document archive and cloud based fax solution.

KEY DELIVERABLES

Centralized SAP print delivery and print queue management.

VPSX Enterprise and VPSX/OutputManager replaced HP Output Server.

VPSX integration with a critical customer application workflow to enable automated VPSX document submission to print, fax, e-mail and archive.

A vendor neutral Pull Print solution using MFPsecure/Print.

Direct IP printing using VPSX PDM and Printer Locator tool-sets allowed for the removal of 270 Windows print servers.

OTF to PCL Transforms standardized existing SmartForms and SAPScript forms.

AT A GLANCE

Why Change?

The customer had been using HP Output Server for many years and their perception was that the product was no longer being developed and difficult for them to support.

Why Now?

The contract with HP was ending.

Why LRS?

The partner positioned LRS as a global output management solution.

Learn how LRS solutions can add value to your print services offering.

Visit LRSOutputManagement.com to learn more.



www.LRSOutputManagement.com