

Global Healthcare Products Company

Multinational supplier of OTC and prescription healthcare products outsources their print environment to re-focus on core business functions



For many years, this global organization used a popular 3rd-party pull printing solution that let end users submit print jobs from their PCs, walk up to a nearby multifunction print device (MFP), and swipe a badge or enter a code to initiate print. While this did eliminate some of the costs and risks of unsecured print jobs, latency problems associated with the solution impacted the reliability and efficiency of end user printing. Moreover, the solution required hundreds of Windows Print Servers to handle pull printing to the company's 5000+ output devices. The cost to buy, maintain, and troubleshoot these servers was excessive.

To address these deficiencies and position the organization for future success, senior IT management initiated a project to develop a "Next Gen" output management infrastructure. The solution needed to support all current user print and scan capabilities along with integrated support for printing from critical back-end applications like SAP, JD Edwards, and others. This included secure delivery of shipping and manufacturing reports and barcode labels to 3rd-party partner sites outside the company's secure internal network.

An RFP was issued and the list was narrowed to just three finalists.

After extensively evaluating the three competitors, the company selected LRS to provide the output software and managed services that would bring the organization's print and scan operations into the future.

To ensure they would receive the maximum benefit from the new LRS® technology platform, this healthcare giant elected to rely on LRS to assume responsibility for installing, configuring, maintaining, and handling day-to-day support for all global end user and application printing.

Output management experts from LRS's offices in North America, APAC, EMEA, and other locations worked together to deploy and configure the LRS solution set to meet the customer's demanding requirements. Built around our proven VPSX® Enterprise output management software, the overall solution included the MFPsecure®/Print and MFPsecure/Scan modules for secure user document retrieval and scanning from any MFP. LRS's Personal Print Manager client was deployed on every user desktop in the organization to provide a seamless user print experience along with the Virtual Session Printer Agent (VSPA) extension for printing from VDI and thin clients.

AT A GLANCE

The Company

The customer uses ServiceNow® software to help them manage and support all critical IT systems in their global network. The new LRS managed service leverages ServiceNow as well to manage output-related tickets.

The Industry

Healthcare products

The Requirements

Replace existing user and application print & scan infrastructure with "Next Gen" solution provided as a managed service.

The Solution

LRS Enterprise Managed Services

The Benefit

Better, more reliable print and scan capabilities for end users and applications. True 24x7x365 support coverage for print and document related activities.

CASE STUDY

Other extension products from LRS provide essential report and queue migration functions to simplify day to day management of the environment.

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Since the beginning of live operations, the

customer's LRS-managed output environment is helping them save money, improve user and IT productivity, ensure business continuity, and re-focus their efforts on core business issues instead of dealing with day-to-day document print and scan problems.

The LRS software currently runs on-premise in the customer's main data centers. Full redundancy/failover ensures reliable print and scan operations 24/7/365. The architecture is also designed for later migration to a Cloud-hosted environment.

BUSINESS BENEFITS

Reliable, high-performing print and scanning functionality across the organization's global operations; eliminates print latency experienced with prior pull printing software solution which impacted business processes and caused user dissatisfaction.

Global LRS 24x7x365 support coverage for all output-related functions; eliminates users having to wait 1-2 extra days to resolve a print problem because of time zone differences with internal L2 support team.

Improved end user experience through single sign-on method anywhere in the organization's global network. Completely transparent end user experience.

Cost savings through the elimination of nearly 280 print servers across the corporate network, improved user efficiency, and reduced administrator effort.

KEY DELIVERABLES

Secure pull print and scan functionality that provides a unified interface to document functions regardless of which MFP hardware is used in the individual remote office. Provides seamless document access and flexibility in managing the MFP hardware fleet.

Seamless integration between LRS managed services staff and company's internal support teams through support for ServiceNow ticketing system.

Secure delivery of back-end application output, including barcode labels, to 3rd-party affiliate locations without need for expensive dedicated B-to-B network connections.

A print architecture ready for migration to any number of enterprise Cloud platforms.

AT A GLANCE

Why Change?

The customer wanted to simplify and enhance their output management capabilities to support their global users.

Why Now?

The existing printing solution was complex, requiring hundreds of print servers worldwide. As the company looked to implement a next-generation document infrastructure, they needed a solution that was simple, scalable, and available as a managed service

Why LRS?

LRS acted as a trusted partner and was able to support both today's business requirements and the company's strategic direction. The LRS solution offered single-sign-on access and a unified end user experience for all scan and print workflows, regardless of output device. A true Cloud-ready architecture, integration with their ServiceNow ticketing system, and 24x7 support from LRS's global managed services staff ensure a reliable, trouble-free document environment

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

Visit [LRSOutputManagement.com](https://www.LRSOutputManagement.com) to learn more.



LRS[®]

OUTPUT MANAGEMENT

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