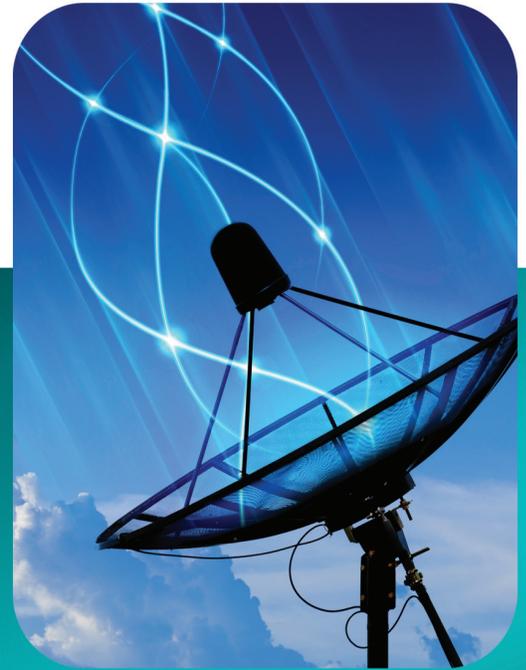




CANON SOLUTIONS

Canon technology helps a telecommunications company improve workflow.



TELECOMMUNICATIONS COMPANY CASE STUDY

Headquartered in the northeast with thousands of employees worldwide is a telecommunications company specializing in global network services, domestic long distance, system integration services, and fiber video transmission services.

The Challenge

The customer wanted to better understand its print environment but currently didn't track print or copy activity across any of its multifunction or single-function print device fleet. The company also wanted a way to secure the printing of sensitive documents on shared network print devices. The successful solution would need to integrate with existing HID card and Active Directory Domain infrastructures.



Solution



Keeping all the company's requirements in mind, an output management solution was implemented. The solution is based on uniFLOW Output Manager Corporate Edition with Statistics Module, Secure Print, and Login Manager with Proxy Authentication along with MEAP enabled imageRUNNER MFDs. This solution allowed users to print to a secured print queue, go to any Canon MFD, authenticate to the device by using their HID card, and select print jobs currently waiting in their secured print queue. It also reduced the burden on the administrators by allowing them to track detailed print activity across all networked (Canon and supported third-party) MFDs as well as supported networked Single Function Devices. The combination of the Canon MFDs and uniFLOW created more seamless processes for the telecommunication company's employees and improved on common workflows creating a standard process that included:

Secure Printing Workflow

- User prints to uniFLOW secure print queue
- Job information is encrypted
- User swipes HID card on any imageRUNNER device
- MFD authenticates user against AD Domain and displays available print jobs
- User selects secured job to print

Print Activity Reporting Workflow

- Users print to uniFLOW print queues
- uniFLOW server monitors print activity for each queue
- Jobs are printed as they would normally print
- Administrator runs desired process, queue, and device activity reports as necessary

The Results



The telecommunications company now has a structured printing process that facilitates effective management of its print environment. By implementing uniFLOW Output Manager, the company has gained visibility into its printing activity and associated costs that weren't available before. With uniFLOW's Secure Print module, the company is also benefitting from increased control and security when printing sensitive documents on shared network printers. As an added convenience, with the Secure Print feature, the company can now print to a single print queue and securely retrieve its print jobs from any print device on the network.

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