Case study success story

Addressing difficulties with an unmanaged print centre

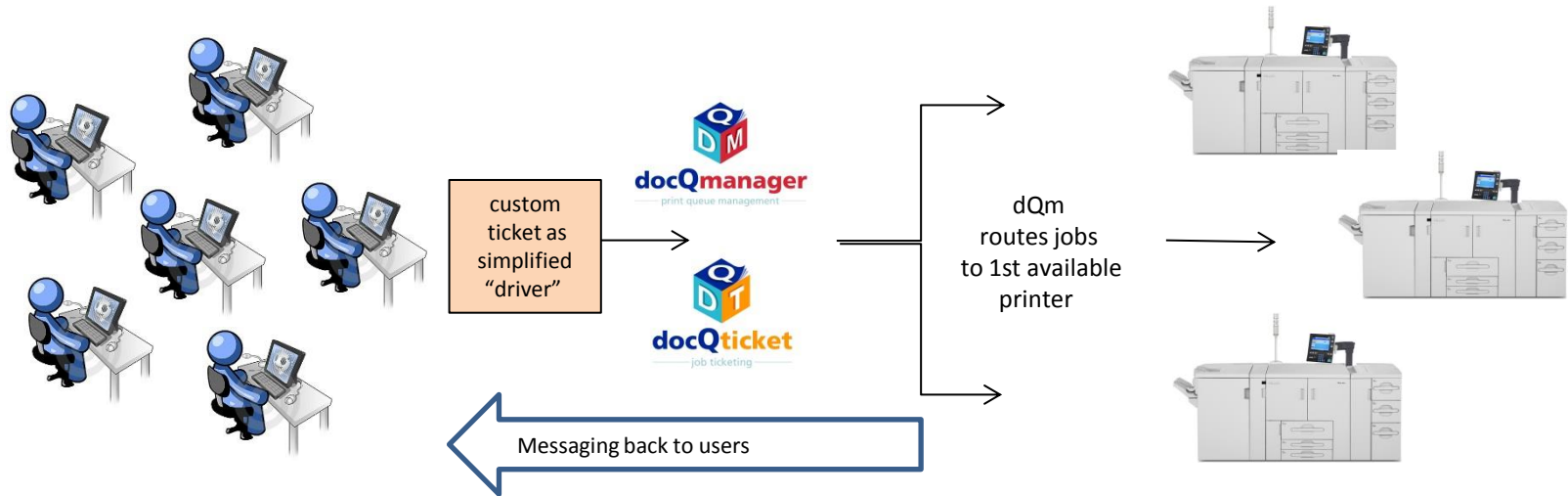| The requirement | • A large firm of consultants had three high volume colour MFPs forming an unmanaged print centre for outputting client reports and other documents produced by their consultants. Jobs could be sent direct to any one of the three devices and much time was wasted by consultants not knowing the status of their jobs, maybe on collection finding it was still held in a queue, or the device had gone down needing the job to be resent to another device. |
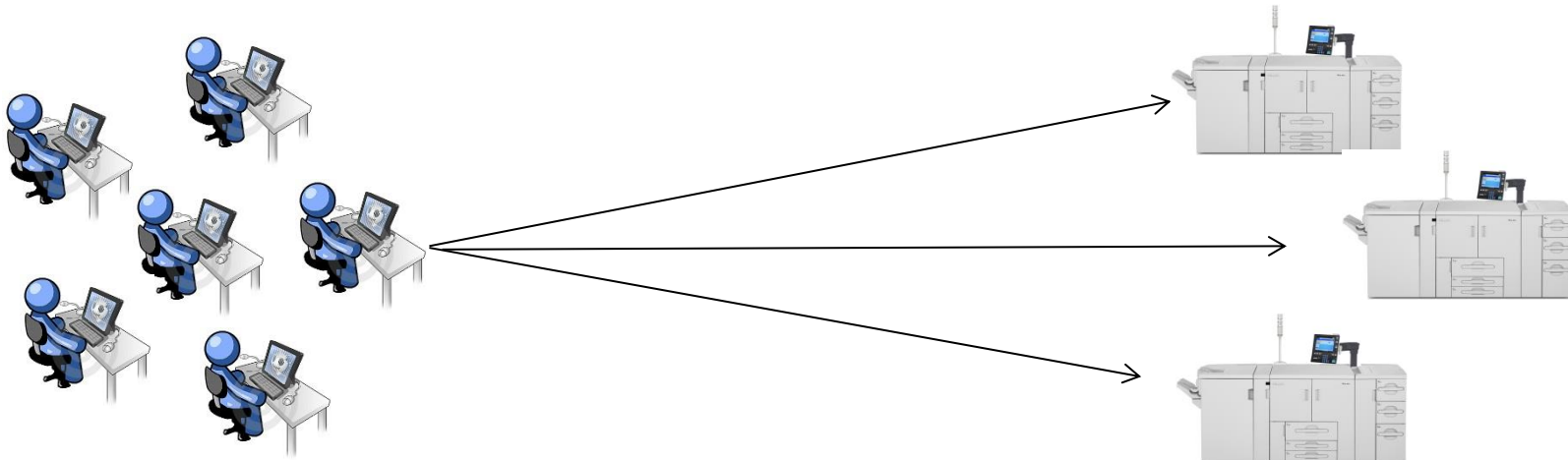
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The solution

- docQmanager and job ticketing were installed with a simple custom ticket acting as a universal driver to provide file/print functionality to a single queue. Thereafter docQmanager manages the process, routing jobs to the first available printer, providing automated failover and redirecting jobs in the event of a printer error, and notifying the user by pop-up which printer a job has been sent to.

custom ticket as simplified "driver"

docQmanager
print queue management

docQticket
job ticketing

dQm routes jobs to 1st available printer

Messaging back to users

Benefits

- More efficient document production and less fee earning staff time wasted.

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