Case study success story

Job filtering for MFP secure document release

The requirement

- The host system of an international brokerage firm delivered large volumes of print jobs to departmental MFPs for manual release by users. At release, jobs need to print onto specific paper depending on the brokerage client they relate to. This requirement and the high volume of jobs was difficult for users to manage at the MFP.
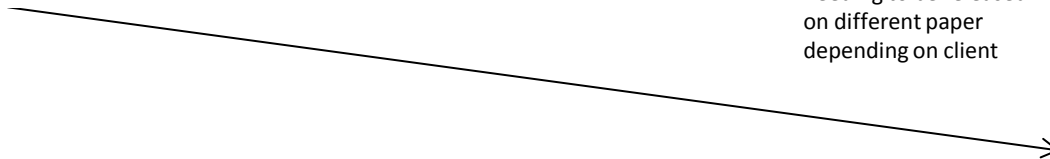
Host application

Brokerage client documents sent for release at department MFPs

The problem:
Users managing the high volume of jobs for release at MFPs when needing to be released on different paper depending on client

Case study success story

Job filtering for MFP secure document release

The solution

- docQmanager acting as an intermediate "hold queue" together with an ATI designed custom webpage enables users to selectively search for jobs held within docQmanager based on specified criteria before submission to the users secure release queue on the MFP. At release, using job profiles configured within docQmanager, the relevant paper tray for a job is selected automatically. Jobs that have not been dealt with for more than 24 hours trigger an escalation reminder email.

Host application

Resultant sorted list

User selects job criteria

custom web page

Selected jobs released from dQm to MFP

Reminder email re jobs not dealt with

Intermediate "hold queue"

Auto paper tray selection manager by dQm job profiles
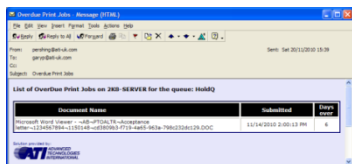
Benefits

- Operational efficiency enhanced and job release errors reduced.

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