



Printelligence™ MPS - FAQ

General

What is Printelligence MPS?

Printelligence™ MPS is a thin-client, hosted solution for implementing a comprehensive Print Optimization 2.0 service, from assessment to print behavior change management and reporting.

Printelligence™ MPS – in assessment mode is designed for the ‘silent’ capture of baseline user-centric print behavior data. It is intended for both pre-sale engagements as well as ongoing data collection and reporting, and can be seamlessly upgraded to the complete solution. This solution is available in a print server ‘only’ and/or desk-top configuration for mass deployment capability.

What is Print Optimization 2.0?

Managed Print Services (MPS) has existed for over 10 years. However, the focus of most of this effort by vendors and customers has been on “device-optimization” or “fleet-consolidation”. Very often customers and MPS providers find that even after this phase, actual print volumes have not materially changed and conceivably could be higher as end-users now have access to more efficient devices. The only way to achieve lasting change is through an effective “change-management” program that delivers results without impacting end-user productivity. Preo calls this process “Print Optimization 2.0” and is the backbone of Printelligence MPS.

What are Print Management Objectives?

Print Management Objectives are specific print objectives for an organization or subset, such as 1) reducing overall cost of printing by x% for a given site or department, 2) achieving a targeted improvement in environmental goals, 3) controlling the cost and use (or misuse) of color printing, 4) shifting print jobs to more appropriate or cost-effective printers, and 5) identifying specific opportunities for work-process improvements.

Why is Printelligence MPS a hosted offering?

Simply put, to reduce the complexity of implementation. A thin-client install is all that is required to run Printelligence MPS.

Will the software capture local devices?

Yes, when deployed to the desktop the thin-client captures all local print activity.

Does Printelligence MPS work with all printer manufacturers?

Yes. Any print job that goes through the Windows print queue is captured. In additions, the firing of desktop balloons is not dependent on any particular output device.

Which print jobs are analyzed?

All print jobs that are spooled to the Windows print sub-system on a computer or print server running Printelligence MPS are analyzed. If you print to a local printer and Printelligence MPS is installed on the workstation then that job is analyzed. If you print to a print server and Printelligence MPS is installed on the print server then that job is captured and analyzed.



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What data is tracked in Printelligence MPS?

Printelligence MPS tracks over 90 different attributes which help to add value in managing an organization's print environment. Printelligence tracks who printed what to where. A subset of some of the other attributes include: mono & color area coverage by page, application used, print server throughput & load etc. **Printelligence MPS does not examine, capture or store the contents of a print job.**

Why do page-volume counts differ between Printelligence MPS and device collection tools?

Printelligence MPS measures what the user sent to the various printers whereas device-centric tools measure how many times the printer's drum actually turned. If there is a paper jam or if the user cancels the job while it is sitting in the queue, the output numbers in the two systems will not match.

Platforms Supported

Which Windows platforms are supported by Printelligence MPS?

Printelligence MPS supports:

- Microsoft Windows 2000
- Microsoft Windows 2003
- Microsoft Windows XP (all editions)
- Microsoft Vista (all editions)
- Microsoft 2008 Server
- Microsoft Windows 7

Printelligence MPS supports all 64 bit versions available in the list above.

Can I install Printelligence MPS on Mac or UNIX computers?

Not at this time.

Can I install Printelligence MPS on a Citrix server?

Yes, it is fully supported.



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Installation & Deployment

Do I need to install any server software?

No. Printelligence MPS is a hosted offering with the administrative and database servers located in a world-class data center. You only need to install the client software on print servers and/or desktops and tracking of print starts immediately.

Do I need to install any hardware?

No.

Do I need to install any special print drivers or port monitors?

No, Printelligence MPS is designed to use existing print drivers and other print components. There is no need to install proprietary print drivers or port monitors.

Do I need to change my existing print driver set up?

No. Printelligence MPS is designed to use your existing print drivers and other print components exactly as they were deployed in the organization.

How much memory does Printelligence MPS require?

The memory footprint has been highly optimized to use as little as possible and to return any memory that is not currently needed. Memory requirements are based on the number of printers installed on the computer where the tool is running. This can be under 20MB on a computer with dozens of printers installed.

Why should I install the software on every print server?

The main reason is if you want to track print that is sent to a print server you have to install Printelligence MPS on it. Print servers can constitute the bulk of print in an organization; if you want to understand the print activity in your organization you need to be tracking print where it occurs most.

Other reasons are:

- You can quickly deploy Printelligence MPS to gain an understanding of the bulk of the organization's print activity without going to the time and effort of installing on all the desktops.
- You can use Printelligence MPS to highlight your busiest print servers and thus help with load balancing and upgrades.
- You can track network print from Macs, UNIX machines and other platforms when they print to network print resources managed by the Windows print server.

What effort is required to install the software on every print server?

Minimal. You run a normal Windows installer similar to Microsoft Word, answer a few questions to complete the registration and Printelligence MPS starts tracking print to the print server immediately.



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Why should I install Printelligence MPS on every desktop?

Two reason:

- You want to track print that is sent to local USB printers or to network printers that are installed as “direct IP” connections to the workstation, or
- You would like to alter user behavior with the desktop balloons.

What effort is required to install Printelligence MPS on a desktop?

Minimal. The same installer is used for workstations as for print servers. I.T. will typically install the tool to the desktop using SMS or similar “push” technology. The install is done without any involvement of the user. As soon as the tool is installed on the workstation it begins tracking print to local and “direct IP” printers. Printelligence MPS could be deployed to a 5000+ person organization over a 24 hour period.

Does Printelligence MPS need to be installed on every desktop?

No. You can start by installing on print servers then roll it out to desktops based on the organization’s desktop refresh policy. All print to print servers will be captured. End-user interaction via balloons or print to local devices attached to workstations will not be captured until Printelligence MPS is installed on the desktop.

What if an organization “locks down” their desktops?

Printelligence MPS is designed to work in locked down computing environments where users have very little ability to alter their computers. Once installed the tool will track print without needed elevated privileges or special access to directories or other resources.

What if the organization uses proxy servers and firewalls?

Printelligence MPS is designed from the ground up to work in organizations that employ proxy servers and firewall gateways to protect their computing assets. You supply details of the proxy/firewall environment during install and from that point on the tool will work seamlessly with these gateways.

Network & Security

How much bandwidth does Printelligence MPS use?

Printelligence MPS is very efficient with bandwidth. The total bandwidth used by Printelligence MPS to track print in an organization is under 1% of the total print traffic. To put this in perspective the overhead in tracking a print job is about 1/10th the bandwidth used to load a standard web page.

Will Printelligence MPS work in secure networks?

Printelligence MPS is designed from the ground up to work in organizations that use security gateways such as proxy servers and firewalls to protect their computing assets.



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Will a network outage prevent employees from printing?

If Printelligence MPS is unable to communicate with the hosted server it will cache data locally until the network is available. Employees will continue to print as normal until the network comes up again.

What if an employee disconnects from the network and prints to a local printer?

Printelligence MPS will continue to track print and will cache it locally until the workstation is connected to the network again. At this time Printelligence MPS will upload the tracked print activity.

Does Printelligence MPS work with wireless networks?

Printelligence MPS will work the same regardless if the network is wired or wireless.

What effort is made to protect the confidentiality of data?

Preo takes data confidentiality seriously. We only track print information that adds value in managing an organization's print environment. All data is encrypted during transmission using SSL with 2048-bit encryption. In addition, all data is encrypted at rest. With respect to the data that is captured about the print job, only meta data is transmitted. The only personal information that is gathered is the user login name, allowing Printelligence MPS to report print to the user level. All other personally identifiable information is under the control of the customer.

The data center can only be accessed via biometric scans and has a 24 x 7 security. In addition, intrusion detection systems are in place along with 24 x 7 monitoring. Finally, the hosting facility undergoes regular Nessus scans ensure the highest level of security is maintained.

With this being a hosted offering, how do you decide 'who' can see, report or act on the data?

Printelligence MPS provides the option for Supplies Network to tailor the system's "rights" -- to see, report, and act -- to their channel and customer needs. For example, Supplies Network has a need for one set of rights and control in their direct-sales channel, and a different set of "rights" for their dealer/reseller channel. The specific rights --to view certain data, to report at various levels, to act on the real-time information -- can be set by Supplies Network. For example, Supplies Network will ensure that an independent dealer's customer data is completely invisible within Supplies Network, and is only used for specific support purposes

How will Dealers' and customers' confidential information be protected?

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