



Printelligence™ v4 FAQ



General Questions

Q. What is Printelligence?

Printelligence™ is a cloud-based application designed to deliver the industry's strongest, most comprehensive managed print offering focusing on user-centric data.

The fundamental stages of Printelligence include: Assessment – Ongoing Data Gathering – User Notifications.

Printelligence v4 is available in multiple product offerings to better meet the needs of target value segments. Several data-only products are now available for those requiring end-user data and reporting, but who wish to defer the decision to acquire the user notification/behavior change functionality until a later date.

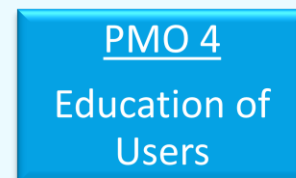
Q. What is Print Optimization 2.0?

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.

Q. What are Print Management Objectives (PMOs)?

PMOs are groupings of User Notifications/Rules that are targeted towards specific print outcomes. The four categories include: Reduce Cost of Print, Control Use of Color, Think ‘Green’ and Education of Users with respect to the optimization of both their hardware and software printing assets.

PMOs are customizable such that you can target specific groups or timeframes to maximize impact.



Q. How does Reporting work in v4?

Service providers can now choose from more than 100 date-range selectable reports that can be scheduled on a weekly, monthly or quarterly basis. Additionally, customers now have the ability to upload location and organizational data from third party systems, facilitating a deep understanding of print behavior in the way most organizations are accustomed to making decisions – by physical site and organizational unit.

General Questions (Cont'd)

Q. What is the Preo Baseline?

The industry's first baseline comparison of various user-centric print metrics measured against Preo's 1.2 million+ user database. An industry-first, this enables MPS providers and their customers to truly understand how their actual print practices compare with similar organizations.

Q. What is Area Coverage and why is it important?

Printelligence is able to measure page-level coverage, independent of device, at an enterprise, physical site, device, user and application level. MPS providers now will have actual account-specific color and monochrome coverage data to make critical pricing/margin decisions. This will enable service providers the ability to bid on cost-per-page deals with acceptable profit margins as well as decline those that would otherwise be unprofitable.

Q. What data is tracked in Printelligence?

Printelligence tracks over 120 different attributes which help to add value in managing an organization's print environment. Essentially, Printelligence tracks who printed what to where and when. A subset of some of the other attributes include: mono & color area coverage by page, application used, print server throughput & load, etc.

Note: Printelligence MPS does not examine, capture or store the contents of a print job.

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

Printelligence 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

Q. Which Windows platforms are supported by Printelligence?

Printelligence supports:

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

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

Installation & Deployment

Q. Do I need to install any server software?

No. Printelligence 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.

Q. Do I need to install any hardware?

No.

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

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

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

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

Q. How much memory does Printelligence 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 application is running. This can be under 20MB on a computer with dozens of printers installed.

Q. 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 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 to gain an understanding of the bulk of the organization's print activity without going through the time and effort of installing on all the desktops.*
- 🌿 You can use Printelligence 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.*

Q. 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 starts tracking print to the print server immediately.

Installation & Deployment (Cont'd)

Q. Do I need to install any server software?

No. Printelligence 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.

Q. Why should I install Printelligence MPS on every desktop?

Two reasons:

- 1. 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*
- 2. You would like to alter user behavior with end-user notifications.*

Q. What effort is required to install Printelligence on a desktop?

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

Q. Does Printelligence need to be installed on every desktop?

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

Q. What if an organization “locks down” their desktops?

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

Q. What if the organization uses proxy servers and firewalls?

Printelligence 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 application will work seamlessly with these gateways.

Network & Security

Q. How do I get all of my Security questions answered?

*For a detailed response to many Data Center, Network Security and System Security questions please refer to the **Printelligence Security FAQ**.*