

KONICA MINOLTA'S DISPATCHER PHOENIX BOOSTS U.S. MILITARY'S PRINT AND SCAN EFFICIENCY

CUSTOMIZED WORKFLOW AUTOMATION SOLUTION SAVES TAXPAYER MONEY WHILE IMPROVING PRODUCTIVITY

THE SITUATION

A federal government military organization responsible for highly secure activity was looking to upgrade its print fleet, and needed to implement the ability for secure output to users across its site. The IT Command had also recently moved their internal (virtual) servers to new platforms, which had compromised its licensing, leaving them desperate to resolve the situation; not even knowing what or if they needed to reinstall or re-license.

Due to the nature of its work, the client's staff is heavy users of the organization's record management system, which involves maintaining records about secret systems. Historically, users had to scan each file to a server location, and then download it manually to their desktop PC. This process presented many challenges, including the time spent to go through these extra steps, potential end user error and most importantly, the security risk the process posed to the government, with highly confidential files sitting out on a Windows server until downloaded.

In its search for a new solution, the government was looking into options from the document imaging industry with the intention to spend as little time and money as possible, as long as the technology satisfied federal security standards mandated by NIST, the National

Institute for Standards and Technology. They had multiple requirements including:

- Ability for users to send jobs to a central queue and retrieve from any device on network
- Centralized scanning
- Scanning to users' network storage drives and email
- Integration with its proprietary records information management system

THE SOLUTION

Konica Minolta's award-winning Dispatcher Phoenix for automated workflows is an exclusive, home-grown solution which is customized to each client's unique print and scan needs. Konica Minolta was able to provide a proof of concept to show that it could fulfill the organization's requirements with a better – and less expensive than the competition – customized solution including hardware, Dispatcher Phoenix, secure print retrieval, release-to-me module to enable pull print, scanning to home drive with email and convert to PDF, Word and Excel.

Hardware included in the four-year contract consisted of **86** bizhub 308e A3 black and white multifunction printers, **59** bizhub C3851 A4 color multifunction printers and **7** bizhub C308 A3 color multifunction printers.

continued



THE RESULTS

While other vendor packages were automatically installed with every feature it offered, through its customized solution, Konica Minolta was able to offer exactly what the organization needed without purchasing features it would not use. Dispatcher Phoenix is priced on a server level so that features do not get added for every MFP or scanner based device license. It separates the device connectivity license from the features, which reside on the server, so the customer can get exactly what they need.

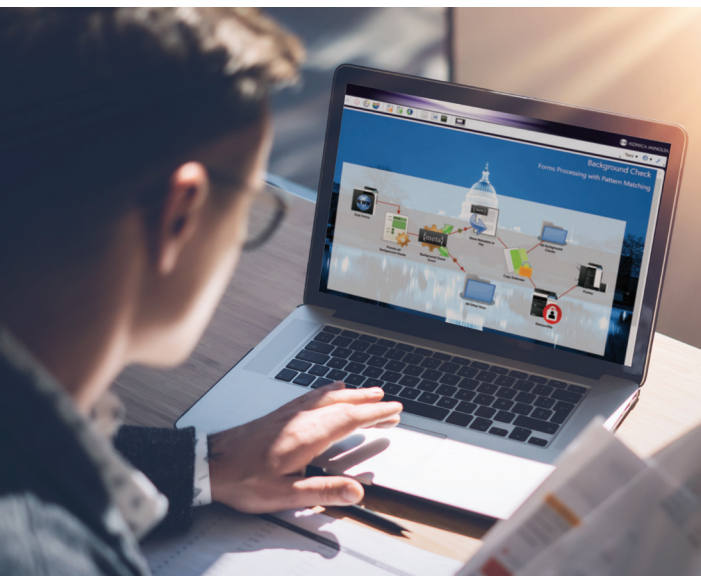
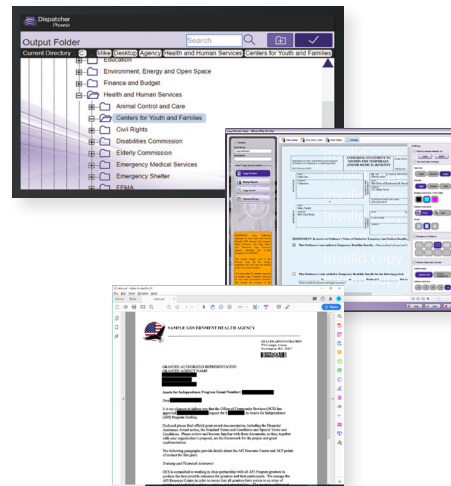
Konica Minolta ran the installation with exactly – and only – what the customer required, resulting in a quicker implementation that also made it easier to certify the software for use. The client now had the ability to take paper based hard copy originals and directly insert them into its system rather than scan to a location then upload it manually.

An additional benefit of Dispatcher Phoenix is portability of the solution from server to server. When the client moved its internal server, the SUID, or System User ID link to identify their software licenses was broken, affecting their use. With Dispatcher Phoenix, Konica Minolta worked with its Software Engineering Center (SEC) engineers to reinstate the licensing without reinstalling or relicensing the solution, saving them a great deal of time and effort. Most other software solutions require a complete reinstall when servers are moved or are renamed.

The client was impressed with the service and support from Konica Minolta, the easy implementation of Dispatcher Phoenix due to the architecture of the product, and also its patience in resolving the licensing issues.

Significant savings were realized on scan integration, with total savings over a four-year contract of \$196,000. Other benefits realized include:

- Saved time by eliminating manual copying of files
- Minimized security concerns from content left on file servers
- Reduced errors by providing custom templates to index scanned documents



ROI

\$196,000 in savings over four years

Saved time by eliminating manual copying of files

Minimized security concerns from content left on file servers

Reduced errors by providing custom templates to index scanned documents

