Shared Vision

HP partners with Vision for growth

THE PRINT & DOCUMENT WORKFLOW MAGAZINE

PRINT.IT

ISSUE 46   www.printitmag.co.uk

Read *PrintIT* online… www.printitmag.co.uk

@printitmag   www.facebook.com/BinfoMag

Comment

So, the iPhone is 10 years old. When Jobs described Apple's new device as revolutionary, not everyone was convinced.
I for one completely underestimated its likely impact. I fixated on the telephony aspects, which were not radically different to what other companies were offering, and missed the broader picture – the creation of an app platform and eco-system that when combined with seamless internet connectivity would be completely transformative. WAP had been a damp squib and I doubted how far you could go with the offer of real-time access to football scores or weather updates. How wrong I was. And how blinkered to ignore the ingenuity and inventiveness of the developer community.

A decade on and I find myself in a similar position as printer companies like Xerox (see page 12) and Samsung (see page 20) turn their office MFPs into app platforms. There are already apps that simplify the management and servicing of devices, streamline workflows and integrate MFPs with enterprise software and the cloud. What comes next I have no idea. Is what we have already enough? Or, by opening up their platforms to developers, are MFP vendors laying the foundations for a step-change in office productivity? Time will tell, but in the meantime I look forward to seeing what app developers make of this new opportunity. Their contributions are bound to be interesting.

Toshiba Eco Copiers (see page 19)

In recent years, there have been innovations in printer hardware too – mainly, it must be said, in inkjet rather than toner technology. One exception is Toshiba's Eco Copier. This unusual device prints erasable toner onto normal paper, which can then be erased through the application of heat. The same sheet of paper can be re-used up to eight times, significantly reducing the carbon impact of office printing. The original product did have shortcomings, and these were reflected in poor sales: the MFP could only print erasable toner, so customers would need an additional, conventional MFP for printing permanent documents; and pages had to be erased in a separate unit. Toshiba has addressed both these problems in its new series of Eco Copiers (see page 19). The new models can switch between normal and erasable toner, so customers need just one machine, and the MFP will also erase pages. Now that's progress.

James Goulding, *Editor*
jamesg@binfo.co.uk

bulletin

Rigid working practices a drain on productivity

Konica Minolta's new report, *The Digital Workplace Initiative*, identifies inefficient technology as a productivity drain, along with rigid working practices.

Based on a survey of 100 senior IT decision-makers and 1,000 office workers across the UK, the report reveals how small distractions, computer problems and the difficulty of accessing data when working away from one's desk all contribute to lost productivity.

Konica Minolta points out that these problems can be overcome by investing in Digital Workplace Initiatives (DWI) to change how technology, people and the workplace interact.

Nearly three quarters of respondents said that the strongest driver for implementing a DWI was to increase employee productivity, both inside (71%) and outside (71%) the office, followed by cost reductions (60%).

Konica Minolta claims that by the end of 2016, 89% of businesses had invested in a DWI of some description, with the average amount invested rising from £958,824 at the start of the year to £3,229,167 at its end.

The top three reasons to initiate a DWI project are to enable effective mobile working (62%); to enable effective remote working (56%) and to improve collaboration (49%). Nearly half (47%) of IT decision-makers expect to see a return on investment (ROI) within three years.

The Digital Workplace Initiative report can be downloaded from http://digital.konicaminolta.co.uk.

Education gap

Research by Jobsite suggests that lack of education could be the reason why basic IT problems waste so much time. It surveyed 1,000 office workers and found that 85% did not know how to resolve even basic tech problems. The most common problems experienced are crashed computers (51%), email going down (44%) and being locked out of the system (41%). www.jobsite.co.uk

IT skills gap holding back digital transformation

More than half (57%) of companies are rethinking their business models due to advances in technology, such as AI, automation and data analytics, claim Nimbus Ninety and Ensono, a cloud solutions and hybrid IT services provider.

Almost half (43%) of UK decision-makers surveyed cited keeping pace with changing technology as the most significant business challenge for the year ahead.

This is reflected in spending priorities for 2017, which include investment in infrastructure and processes to support new applications, with cloud (44%), infrastructure (43%) and agile transformation (35%) among the top five priorities.

The survey highlights a worrying skills gap, with only 35% of organisations having the expertise to manage their digital transformation. To plug this gap, 41% are working with a solutions vendor and more than a third are working with a consultancy or design agency. www.ensono.com

Fixing IT problems could save SMEs millions of hours

Brother UK warns that small and medium-sized businesses are wasting as many as 5 million working hours every week fixing everyday IT problems.

Three quarters (75%) of business leaders surveyed estimate that each of their employees spends one to two hours per week in front of frozen computer screens; 71% believe employees waste a similar amount of time dealing with faulty printers.

Common time-wasters highlighted by the research include being unable to find documents on a server or as hard copies (28%); printer problems (21%); other business equipment failures (21%); and computer crashes (20%). www.brother.co.uk

Digital transformation guide

IoT solutions provider Telenor Connexion has produced a report explaining how businesses can make the transition from a product-based to a services-based business model.

From product to a connected product-as-a-service answers key questions such as: What are the main benefits to the company and its customers?; What are the key considerations and challenges in the process?; and What are the best practices to ensure a successful transformation?.

Mats Lundquist

Telenor Connexion CEO Mats Lundquist said: "Transforming a company's business model from a traditional product into an IoT-enabled product-as-a-service requires a shift in mindset and impacts strategy, processes, people and technology. Our established step-by-step method will guide companies through the whole process." www.telenorconnexion.com

Room to grow

After a decade of continuous growth, DSales (UK) Ltd, the UK distributor for Develop printers and MFPs, has moved to larger premises in Copley, near Halifax, West Yorkshire. The purpose-built, 15,000 square foot DSales Business Hub includes offices for DSales (UK)'s 16 staff, a showroom, a technical training facility, a PDI centre for setting-up and customising machines prior to delivery and a warehouse that will allow DSales to hold its own stock of Develop consumables and machines. DSales has a network of over 130 dealerships across the UK. www.dsales.eu

CFOs see services as the future

Chief Financial Officers (CFOs) are retooling their businesses to drive more revenue from services as the shift to a subscription-based economy continues.

In a survey of 163 CFOs by FinancialForce, more than one third said that subscription-based services have become significantly more important for their companies.

Currently, 71% of CFOs report that more than half of their revenue comes from services. Almost a third report that all their company's revenues are service-related.

More than half (55%) say that services generate a higher percentage of revenue today than they did five years ago. Two-thirds feel 'substantial pressure' to change their finance team's mindset to be more customer-centric and focused on renewal revenue streams. www.financialforcce.com

GDPR: no time to lose

With less than a year until the deadline for General Data Protection Regulation (GDPR) compliance, 73% of European CIOs and IT managers are concerned that their organisation might not be able to meet the time-scale.

A survey of 750 CIOs and IT managers from France, Germany and the UK by NetApp also highlights a worrying lack of urgency ahead of the May 25, 2018 deadline, with only 37% of respondents having invested extra funds in data regulation compliance.

NetApp warns that many business managers remain ignorant of their responsibilities. Of the UK respondents only 12% say they fully understand what GDPR involves and just 17% have hired personnel with data protection expertise.

NetApp points out that while the originator of data remains its owner, under GDPR anyone who processes that data is also responsible.

However, 51% of the survey respondents say responsibility for compliance rests with the company that produces the data; 46% say it lies in the hands of the company that processes the data; and 37% believe responsibility for data compliance is in the hands of third-party cloud providers. In fact, all parties will be individually responsible for the data they handle.

Sheila Fitzpatrick, Worldwide Data Governance & Privacy Counsel/Chief Privacy Officer at NetApp, warns that with the prospect of big fines for missing the deadline, businesses must take action now.

She said: "We have entered the final year of preparation before the GDPR deadline on 25th May 2018. Businesses need to act now to ensure they are compliant in this timeframe or be at risk of fines of up to €20m or 4% of global annual turnover, whichever is higher.

"Brexit will have little to no impact on whether UK businesses need to comply with GDPR. It applies to any business that comes into

Sheila Fitzpatrick

contact with data on an EU citizen. As such, companies of all sizes need to take an active look at what data they hold, what they use it for and where it's stored. They can then use this insight to conduct a comprehensive review of data privacy policies, consents, processes and so on to ensure they are meeting the minimum legal requirements.

"GDPR isn't a 'nice to have', it's a legal requirement. Companies have 365 days to become compliant, or face the potentially grave consequences when GDPR comes into effect."
www.netapp.com

Confidential information at greatest risk in new businesses

Businesses under five years old are twice as likely to compromise the security of sensitive information as more established rivals, claims Iron Mountain.

Almost half (48%) of employees in recently established organisations surveyed by the storage and information management services company say they have left sensitive documents lying about the office, have mislaid them completely or have left them in a public place.

This is twice as many as staff in more established firms, where fewer than one in four (23%) have made similar errors.

Younger businesses are also less clear on how long they are legally required to retain documents such as tax records, contracts and customer data.

More than half (59%) of respondents from companies one to five years old admit they could be keeping sensitive human resource records beyond retention deadlines, potentially exposing the business to reputational damage and fines. This compares to just 20% in firms that have been in business for more than 25 years.

Iron Mountain director Elizabeth Bramwell said: "The first five years of a business's life are often dedicated to rapid growth as the organisation establishes itself in the market. The start-up phase is a busy one, so it's perhaps understandable that information management mistakes are more likely to happen during this time. However, whether you're a new or an established business the law is the law, so it's vital that confidential information is protected."
www.ironmountain.co.uk

Essential cyber protection

Konica Minolta has been accredited to the Cyber Essentials Plus Scheme, a government-backed cyber security certification scheme that provides a mechanism for organisations to demonstrate to customers, investors and insurers that they have taken essential precautions to prevent around 80% of cyber attacks. So far, more than 1,200 organisations have adopted the scheme.

ISO 27001 for KYOCERA

KYOCERA Document Solutions Europe B.V. has achieved ISO 27001 certification on the strength of its information security processes and controls. The certification follows an audit of hardware, software and processes at KYOCERA sites across EMEA, including the company's headquarters in Hoofddorp, The Netherlands.

Andrie Muchtar, European Information Security Officer at KYOCERA Document Solutions Europe, said: "The ISO 27001 standard provides one of the strongest guarantees available for the security of our employee and customer data, enabling us to compete for tenders where this compliance is a mandatory requirement. With this foundation, we are well positioned to comply with GDPR and support our customers in ensuring they adhere to these requirements as well."
kyoceradocumentsolutions.eu

Dave Hagenaars, managing director of BSI Group, The Netherlands B.V., presents Takahiro Sato, President of KYOCERA Document Solutions Europe B.V, with the company's ISO 27001 certificate.

CISOs in demand

Growing concern about data security has caused the prestige and earnings of Chief Information Security Officers (CISOs) to soar, claims DHR International. Its analysis shows that, as well as being elevated to the Board, CISOs in Europe can now earn £597k to £853k in large listed companies and £171k to £256k in small to mid-size listed companies.

Epson eyes further growth

Epson enjoyed a 40% year-on-year increase in business inkjet unit sales last year and is looking forward to continued growth in 2017 as more businesses realise the environmental and financial benefits of inkjet printing. Now the second largest business inkjet supplier in Europe, Epson recently launched the Workforce Enterprise series of ultra-fast A3 printers capable of printing at up to 100 pages per minute. It has invested €400 million in new production facilities and plans to allocate a further €185 million towards its PrecisionCore inkjet technology over the next three years. **www.epson.eu**

Nuance enhances eCopy ShareScan

With the new version of its MFP capture solution eCopy ShareScan, Nuance claims to have made it easier for organisations to deploy, administer and secure document capture workflows.

Nuance says that eCopy ShareScan is best suited to the capture of hard copy documents for personal productivity and sharing with collaborators, rather than for a core business process. Useful new features include:
■ Integration with Nuance Business Connect, which enables remote workers to use a mobile device to capture and insert documents and images into a business process;
■ Personalised Workflows, which enable users to tailor a workflow by defining destinations, naming the file, scanning parameters etc.;
■ RapPID preference features that remember a user's settings and pre-fill workflows based on recent activity;

■ Scriptable Workflow, which enables users, working with Nuance Professional Services, to develop custom scripts that connect processes to backend systems;
■ A forms overlay extender that enables document-related data to populate pre-defined templates, improving efficiency and consistency in applications such as client onboarding and insurance claims management;
■ A raft of new security features including the monitoring of scanned documents for confidential content, with email alerts should protected content be detected; and
■ A visual workflow editor that system administrators can use to create and test workflows on the administrator console before making them available to users, including 'scan to' buttons that distribute scanned images in multiple file formats to multiple destinations.
www.nuance.co.uk

Xeretec develops apps for Xerox MFPs

Xeretec has launched a suite of apps designed to simplify the management and servicing of Xerox iSeries MFPs (see page 12). Developed in-house, the Xeretec Support Application Suite gives customers the ability to initiate key service tasks at the MFP display and enables Xeretec to monitor devices and resolve problems more quickly. For example, the suite enables a customer to submit a meter reading to Xerox with just one click; to request a callback from Xeretec's helpdesk; to log a ticket with Xeretec or submit a meter reading even when the MFP is offline using an automatically generated QR code that can be scanned and sent via a smartphone; and to raise a support request at the device and view all outstanding issues.

MakerBot adds new dimension to KYOCERA offering

KYOCERA Document Solutions UK has added MakerBot 3D printers to its 3D portfolio, including the MakerBot Replicator Mini+, the MakerBot Replicator+ and the MakerBot Replicator Z18.

MakerBot printers are Wi-Fi and cloud-enabled and feature on-board webcams that enable the progress of print jobs to be monitored remotely.

Trevor Maloney, product marketing manager at KYOCERA Document Solutions UK, said: "We're seeing schools, colleges and universities investing in 3D technology in order to improve students' learning. The MakerBot devices are ideal for this environment, as they are built with safety front of mind, as well as coming complete with the MakerBot 3D printing platform's design community for discovering, printing and sharing free 3D models." **www.kyoceradocumentsolutions.co.uk**

SPOTTED: Technology you may have seen on-screen

A popular feature of Sky's Monday and Friday Night Football shows, the Tactics Table is actually a 70-inch Sharp BIG PAD PN-70TW 10-point multi-touch interactive touchscreen.

Broadcast & Production Services (BPS) needed a large touchscreen with high quality resolution and a broad colour temperature that was capable of being installed as a table and tough enough to withstand regular travel. After reviewing a number of options, it selected Sharp's BIG PAD.

Brian Naylor, Sports Technical Manager at Sky Sports, is delighted with the choice, giving special mention to the BIG PAD's ease of use. "Using touchscreen technology properly is all about enabling the presenter to do the match analysis and get their story across to the viewer at home in an innovative and engaging way, so it cannot be too complicated. It has to be relatively intuitive and straightforward to use, otherwise you risk losing your viewer by getting bogged down in boring menus," he said.

Naylor added: "We have four of these screens throughout Sky, which we regularly move around to various studios. The fact that it is robust, doesn't weigh so much and also has carry handles on the sides is particularly useful. We recently took the BIG PAD used for our 'Tactics Table' from London up to Liverpool to film an episode of Monday Night Football, something we wouldn't have been able to do so easily with some other screens." **www.sharp.co.uk**

If you have spotted branded office equipment, especially printers and MFPs, on-screen (TV and cinema), please email details to jamesg@binfo.co.uk.

Preventenance is better than cure

Datatrade is promising a drastic reduction in customers' downtime with a new managed service that pre-empts technology failure and allows timely repairs/ replacements to be carried out.

Developed for organisations in the retail, manufacturing, healthcare, automotive, utilities and transport & logistics sectors, the Preventenance service runs real-time health checks on printers, scanners, handheld computers and other electronic assets.

Datatrade managing director Peter Laplanche said: "By having total visibility of assets, from barcode printers on factory floors to electronic proof of delivery (EPOD) devices in vans and lorries, our customers can easily see, for example, when scanner batteries or printheads need replacing. Our Preventenance service is more intuitive than predictive maintenance (PdM) or preventative maintenance (PM) and relies in part on a cloud-based visibility solution where users can monitor the condition of all their assets from a simple dashboard."
01604 666666

Paper thin

UPM EcoLite is a new super-light paper specially designed for printing pharmaceutical instructions, religious literature and user manuals. Developed by the Biofore company UPM for the thin print market, it is available in 29, 32, 34 and 38gsm, making it an ecological and economical alternative to conventional papers. **www.upmpaper.com/ecolite**

Panasonic demonstrates the future of logistics

In April, Panasonic Business showcased future technology for the logistics, utilities and transportation sectors at the Manufacturing Technology Centre (MTC) in Coventry. These included:

■ **The intelligent warehouse solution**, which utilises barcode scanning and security camera technology to track packages within a logistics hub;
■ **Vital sensing technology**, which uses camera technology to scan the faces of van and HGV drivers to check their health and whether the right person is driving;
■ **A fleet management system** that enables dynamic logistics planning based on parcel number and traffic information;
■ **An intelligent security system** based on age and gender video analytics and wireless video distribution; and
■ **The future of 'one person train operation'**, which combines imaging, transmission and display sub-systems to provide digital information for driver-only train operations.

Tony O'Brien, managing director of the European solutions team at Panasonic Business, said: "The fact that we had to close the registrations for the event early demonstrates the desire within large organisations to find new, innovative and efficient working practices. While many organisations describe conceptual business solutions, none can match Panasonic for the sheer breadth of technology we develop."
http://business.panasonic. co.uk

Baxi earns its stripes

Baxi Heating UK reports that it has increased customer satisfaction levels by 90% since its field engineers started using Zebra TC75 touch computers on customer call-outs. The handheld computers loaded with a mobile workflow app supplied by Cognito iQ enable engineers to scan barcodes, take photos, order supplies, view training videos, capture customer signatures on-screen, show colour brochures to customers and send information to the Baxi contact center and back office systems. **www.zebra.com**

Know your print

York–based printer Wood Richardson has created a free Print Buyers' Pack to help customers make more informed print purchasing decisions. The pack contains swatches of different paper stocks and finishes; examples of how colour prints differently on various materials; the pros and cons of the digital and lithographic processes; a guide to paper sizes; information on how to supply the perfect artwork; and a glossary of printing terms. Wood Richardson was established in 1905 and has been run by the Richardson family since the 1920s. **www.woodrichardson.co.uk/print-buyers-pack/**

Kingston University goes large

The UK's first RISO A2 Digital Duplicator has been installed on the Kingston University campus by managed print services provider Midshire, where it is being used by students of the Faculty of Art, Design & Architecture to experiment with different printing techniques.

Midshire claims that RISO digital duplicators have become increasingly popular with art departments. Their eco-friendly, soy-based, translucent ink enables users to pass the same sheet of paper through the duplicator numerous times. Adding layers to their artwork in this way produces a much broader palette of colours than the 21 inks available. No pre-press preparation is required, so students can begin work straight away, and no cleaning is needed afterwards.

Ioannis Belimpasakis, Kingston University's Printmaking & Interim Letterpress and Bookarts Workshop Manager, said: "The RISO A2 Digital Duplicator has challenged our way of thinking and our production processes. It's not just a printer, but a tool to be creative, as it shares the same principles as traditional screen-printing. Its low running cost is very encouraging, and at 100 sheets per minute its speed is unparalleled."

Since receiving the RISO A2 Digital Duplicator, over 1,000 projects have been printed on the device, including artistic publications, catalogues, concertinas, posters and leaflets.

(l to r R): Simon Pirie, Alan Coulson and Tim Falconer from the Wood Richardson sales team.

01732 759725

Get 4 YEAR Warranty

Now get
FOUR YEARS
of total peace of mind

Includes CX510de:

- Multifunctional colour
- Up to 30 ppm
- Professional colour matching
- Colour touchscreen
- Solutions capable

Lexmark's colour and mono devices bring a bold new level of quality and performance to your workgroup. For even greater peace of mind, we're now offering customers a four year warranty! Which includes free 24-hour online support as well as access to technical cover by phone during working hours. For your convenience, it also includes all repair actions and the cost of spare parts.

Available on selected Lexmark devices. Contact your local reseller for more information.

Now with 4 year warranty

To benefit, simply register your new device within 90 days of purchase and select four year warranty.

For more information visit lexmark.co.uk/4yearwarranty

Lexmark™

A platform for growth

The biggest product launch in Xerox's history puts apps centre stage

Billed as the largest product launch in Xerox's 110-year history, the introduction of 29 new ConnectKey devices effectively re-boots the recently separated company's printer range, giving it a more compelling, solutions-enabled offering to take to market.

The product refresh strengthens Xerox's portfolio in areas where it has looked weak in the past, such as A4 MFPs; it delivers a consistent user experience right across the range; and, crucially, it extends the Extensible Interface Platform (EIP) to many more devices, meaning that Xerox now has the largest solutions-enabled portfolio in the industry.

It's all about platforms today, and by app-enabling its new devices with EIP, Xerox is in a better position to help customers digitise document processes and workflows, whilst giving resellers the ability to provide fully customised solutions and more efficient managed document services (MDS).

The new devices are expected to play a big part in helping Xerox rebalance its business over the next three years, as it attempts to increase the proportion of its revenue from growth areas (A4 laser MFPs, managed document services) from 40% to 50%.

Expanding its A4 portfolio and making all the devices solutions-ready – previously just two of its A4 devices were solutions-enabled – will strengthen Xerox's hand in the fast growing MDS market for small and medium-sized businesses, a market that is experiencing annual growth of 4-6%, compared to 2-3% in the enterprise sector where Xerox has traditionally operated.

Since announcing its new printers/MFPs in April, Xerox has further strengthened its SMB offering with an enhanced basic print service for multi-brand fleets, PageConnect Services, and a cloud-based enterprise content

The new devices are expected to play a big part in helping Xerox rebalance its business over the next three years

management system, DocuShare Flex, that enables businesses with as few as five employees to digitise and automate business processes.

It has also recruited a number of new resellers to expand its presence in the SMB market, including the Arena Group, IT Document Solutions and Viking Office Systems.

These developments are all underpinned by the new ConnectKey portfolio. So, what exactly did Xerox announce at the beginning of April and why are the new devices so significant?

ConnectKey 2017

The ConnectKey 2017 launch introduces 29 printers and MFPs split across two new sub-brands: Versalink, for small user groups and SMBs with limited IT support; and Altalink, for centralised use. There are 19 new Versalink devices (12 A4 and 7 A3) and 10 mid-range Altalink MFPs (all A3) with print speeds of up to 90 pages per minute.

Both sub-brands share the same user interface, ensuring a consistent experience across all devices, and have a number of properties in common:

❶ **Intuitive User Experience.** A customisable tablet-based user interface, with tap, swipe and pinch controls, gives users the ability to personalise the display for each employee and delivers time-saving features like scan previews and a reduction in the number of steps needed to complete a task. On Altalink MFPs, scan to email now involves just four steps, compared to as many as 10 on other devices;

❷ **Mobile and Cloud Ready.** The devices feature easy printing from any mobile device and integration with cloud services, such as Dropbox. User-installable cloud connectors can be downloaded from the Xerox App Gallery;

❸ **Benchmark Security.** Xerox aims to make security a differentiator by not charging extra for real-time protection from internal and external security threats. Altalink devices also offer whitelisting from McAfee;

❹ **Next Generation Services.** All 29 devices support advanced, next generation managed print services through remote monitoring, remote configuration, device cloning, meter reading etc..

❺ **Customisation.** The EIP solutions platform empowers resellers to create customised solutions to meet specific customer challenges using the App Studio or Xerox Personalised Application Builder (PAB).

Bertrand Cerisier, VP, Global Marketing, Workplace Solutions Business Group, says that the combination of these five properties transforms what can be done with an MFP.

"The MFP today is a printing peripheral that sits in the corner. Our intention is to bring the MFP into the heart of the operation – to make it a means for people to connect to workflow processes and to connect systems together, to connect the elements where information is sitting.

"So, how do we connect things from a technology point of view? The first thing is to ensure that everyone in an organisation can have access to a workflow – down to every individual. ConnectKey has 29 products, starting at under 1,000 euros – solutions-capable products that bring workflow automation to the masses. And this is out of the box.

"Second, is to have a software platform, consistent across all 29 products, that enables customisation. All workers have different processes and the expectation is that we will configure our technology to their workflow and not the other way round.

"The third thing is solutions, from three main areas: our own solutions; solutions from experts like Nuance that meet a horizontal requirement in the document management world, as well as sector-specific providers; and solutions from our reseller channel."

Customised apps

Solutions, or apps, were a major focus of the launch and Xerox

Colour Superstars

2017
BLI
BUYERS LAB
LINE OF THE YEAR

Lexmark first for reliability, output, design and value.

BLI, the world's leading independent test lab, ranks Lexmark colour printer/ MFP line first in reliability, colour output, design and value.

> "From small workgroups through large departments, Lexmark offers a colour printer or MFP designed to meet the needs of business users," said BLI Director of Office Equipment Product Analysis Marlene Orr. "Lexmark's colour models offer maximum uptime, thanks to strong reliability and high-yield consumables, coupled with an outstanding value, thanks to their low total cost of ownership."

www.lexmark.co.uk   @LexmarkUK   Lexmark UK

17EMEA6709

Lexmark™

...continued

is eager for partners to make the most of them: a) because they are an additional source of revenue; b) because they provide a differentiator in a competitive and commoditised market; and c) because they can be used to improve customers' and the reseller's own processes by integrating an organisation's MFPs with other systems and programmes.

Xerox says there are broadly three types of apps that can be used with ConnectKey devices:
❶ Information apps, which use an MFP's tablet interface to display information, such as the name and contact details of the servicing company, QR codes to order supplies and alerts when a machine is out of toner or needs servicing;
❷ Support apps that make it easier for partners to manage and service MFPs, for example by automating meter readings; and
❸ Workflow apps that connect the MFP to different systems so that business processes can be digitised and automated.

The Xerox App Studio provides a range of template-driven tools that resellers with no in-house programming skills can use to customise ConnectKey devices, plus an App Gallery of solutions developed by Xerox and third parties that add extra functionality, such as scan to and print from Office 365, Dropbox, GoogleDrive, OneDrive, Box etc..

Another option is for resellers to create their own apps using the Xerox Personalised Application Builder (PAB). Introduced in 2013, this EIP SDK lets partners with programming skills create, share and sell their own solutions to customers and other resellers. End users benefit because it enables the reseller to create personalised solutions to meet customers' specific needs and to improve their service levels (see box).
www.xerox.com

Our intention is to bring the MFP into the heart of the operation

It's all about the apps

At the ConnectKey 2017 launch, a number of Xerox partners explained how they were using the Xerox Personalised Application Builder (PAB) to improve service levels, among them Joshua Justice, President of JustTech.

The Xerox App Developer of the Year attended its first PAB course three years ago and through a combination of in-house resources and the services of contract developers quickly began to develop apps for its customers and other resellers.

Justice said: "Three years ago we were only a Xerox reseller. We didn't have any app developers at the time. We were interested in joining the PAB programme to find new ways to do things; to simplify processes; to increase value with customers; to create new differentiators; to sell more machines; and to increase managed print services revenue.

"We are now working with 170 Xerox partners in the US, Europe and Canada. We have over 20,000 apps installed and are growing at a rate of 1,000 new app installs every month. The Xerox US Channels Group has licensed one of our apps and Xerox Canada has licensed another, so we are seeing a lot of growth.

"The apps we have built focus on support. Our most popular is the Firmware Connect app. Every manufacturer regularly releases firmware and software updates to fix operational issues, compatibility issues and to provide security patches, and each one has a manual step for downloading new firmware and software. The Firmware Connect app automates that process.

"When new firmware and software is released and our company approves it on our servers, devices are automatically updated overnight; all settings are kept at the devices and software is updated in sequential order. The Firmware Connect app increases customer satisfaction, improves reliability, increases
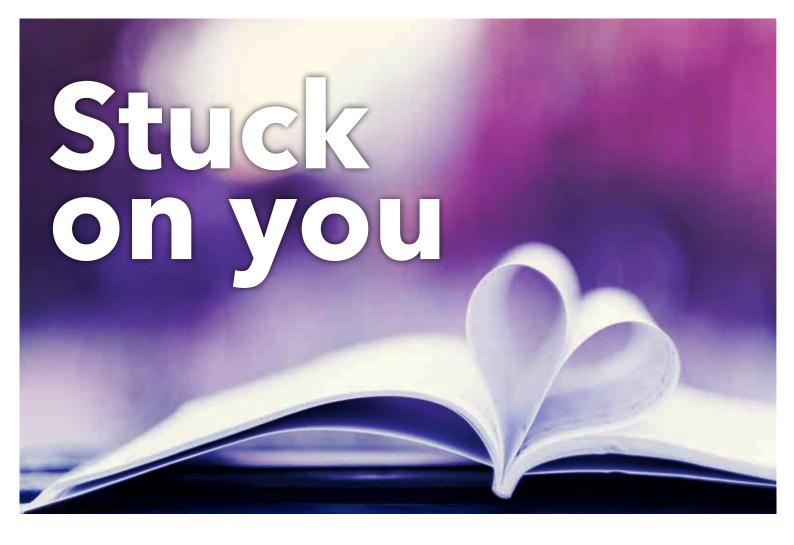

Second from right: Joshua Justice, President of JustTech.

network security and decreases service calls and the time it takes to update software during business hours. We have 15,000 installations and have downloaded firmware and software 170,000 times.

"Our first app was the Support Connect app, originally called the Contact Us app. With this, customers can request service and supplies from the partner right on the user interface. Then, at the end of last year we released our Email Connect app. Setting up scan to email on any manufacturer's device is a cumbersome process, unless you have the installation wizard with the new Versalink devices. To set up scan to email you have to get the IP address of the machine to go to the web interface; the username and the password; and you need all the email provider's settings. Then to set up scan to email, you log in and put in 17 pieces of information on six screens. With Email Connect, you open the app, you put in your email address and password, you choose from the 30 most popular email providers in the US and Europe, and then hit Save. It's that easy; anyone can set up scan to email in an instant.

"This is important because, due to security, most users now have to reset their passwords every 30 days. If I'm a reseller, my helpdesk gets a lot of calls – 'My scan to email doesn't work because someone's changed the password'. Now you can just leave the app on the machine, they can put in their new password and it's saved; it's done. So it cuts down on the cost of the helpdesk as well."

A vision shared

Leading Managed Printing and Managed Document Solutions provider Vision is partnering with HP to provide organisations with innovative printing technology combining easy operation, advanced functionality and world class security

HP has been the leader in office printing for decades, without ever having a significant presence in the A3 market. All that is set to change following its acquisition of Samsung Printing Business (including more than 6,500 printing technology patents), the launch of a new range of Laserjet and PageWide A3 and A4 MFPs and the establishment of an experienced partner network.

HP has such confidence in its ability to meet the print and document needs of today's businesses and public sector organisations, it's targeting a 20% market share of the A3 market by 2020. There are several reasons why this ambitious goal is achievable, starting with the quality of the reseller network it has assembled, including Vision.

This fast growing provider of managed print and document services has been managing customers' print requirements since 1985, providing solutions from Canon, Ricoh and Samsung and

servicing them through a nationwide network of field-based service engineers and network specialists.

Vision's growth and success were recently recognised in a list of Europe's 1,000 fastest growing companies compiled from 2012-2015 data by the *Financial Times* and Statista. This, and its position as a Samsung Global Partner, are an obvious attraction to HP as it seeks to make its mark in the A3 MFP market.

Attainment of the highest level of HP Partner Accreditation is testament to Vision's nationwide reach, proven servicing capabilities and long history of success in helping organisations implement more efficient printing and document processes.

HP is clearly excited to have a company with Vision's experience as a partner. Neil Sawyer, HP's UK & Ireland Channel Director, said: "We are delighted to welcome Vision to our partner network. Since launching our extended range of A3 and A4 multifunctional devices, HP has

been actively working with Vision to develop a formidable customer proposition based on their fantastic reputation in the print sector. Vision will undoubtedly play a significant role in the deployment of HP's broad range of office and print room solutions to a wide number of customers across the country."

Vision is just as enthusiastic about the relationship, recognising in HP a partner with the broad product range and expertise to meet the needs of customers and prospects as they transform their document processes through digitisation.

Chief Executive Philip Bond said: "We continually review Vision's go-to-market strategy and value proposition to ensure we remain competitive and market-leading. From considerable engagement with HP's global team, we have established some significant synergies with HP's market plans as they commence the integration of Samsung's printing business. We have a comprehensive business plan to potentially double in size by 2020 and this exciting new partnership will help strengthen our market position as we continue to execute on our plans for growth."

He added: "The HP brand is widely respected in the technology market and we're looking forward to building an exciting and successful business partnership that helps Vision continuously compete and win in our core markets of Managed Print and Managed Document Solutions."

Respected brand

There are good reasons why Vision's customers, too, should welcome this partnership.

For Chief Operating Officer Mark Smyth, these start with the reassurance provided by the HP name.

"HP is an established and recognised global brand that's highly respected in the business-to-business and corporate space and we firmly believe this will help Vision make further impact within the corporate and public sector market," he said.

Another is the breadth of HP's

range. In addition to market-leading printing technology, Vision MPS customers now have access to a diverse range of A3 products with a total of 54 SKUs, offering customers higher levels of customisation and security with optimised device uptime.

High availability

When HP announced its new A3 devices it promised to shake up the existing $55 billion market and transform business printing by delivering technology that's simpler, more reliable and easier and cheaper to service than competitor models.

HP is delivering on this through a combination of innovative product design and improved device monitoring. For example, its cloud-based Smart Device Services (SDS) technology provides advanced diagnostics, device-specific troubleshooting and remote remediation capabilities to ensure that devices are always available when customers want to print, copy or scan.

Smyth is impressed with this aspect of HP's new technology, aimed at potentially reducing running costs. Economical operation is a particular benefit of HP PageWide devices, which Vision will also be going to market with.

This game-changing inkjet technology combines a page-wide printhead, fast-drying inks and a flat paper path and offers a high speed, economical alternative to laser MFPs for organisations that value low running costs more highly than print quality.

"PageWide is a cost-efficient, high performance technology for organisations that need entry-level colour print quality at high speed. It is very cost-effective and that gives us the potential to reach new customers," he said.

Smyth expects a great deal of interest from Government and public sector organisations, a market that Vision knows well thanks to its position on three purchasing frameworks – the National Education Printer Agreement (NEPA); Crown Commercial Service (CCS), incorporating Yorkshire Purchasing Organisation (YPO) and Eastern Shires Purchasing Organisation (ESPO); and the Crescent Purchasing Consortium (CPC).

"Because of their responsibilities, public sector bodies are very cost-conscious. Running costs for them are far more significant, which makes PageWide a very interesting proposition for that market," he said.

World class security

Another aspect of HP MFPs that Smyth expects to resonate with Government buyers is their world class security. With GDPR regulations coming into force in less than a year, this should be a major consideration for all organisations.

"MFPs need to be secured like any other intelligent network device, not just to protect print data and printed output, but to prevent cyber-criminals from using print devices as a way into an organisation's network and IT infrastructure," he explained. "HP uses a combination of hardware and firmware to ensure that this 'back door' remains firmly locked and alarmed."

Embedded security features on HP devices include: HP Sure Start BIOS, which validates the integrity of the BIOS at every boot cycle and restarts the device using a safe 'golden copy' of the BIOS if it discovers a compromised version; whitelisting to ensure only authentic, good HP code is loaded into memory; and run-time intrusion detection, which helps protect devices while they are operational and connected to the network by checking for anomalies during firmware and memory operations and by rebooting in the event of an intrusion.

Other security features include built-in encryption to protect data stored on the hard drive, secure erase to remove sensitive information from the device and the ability to disable ports and protocols to prevent unauthorised access.

Future plans

Vision is currently three years into a five-year plan to double in size by 2020. It hopes to achieve this goal by continuing to develop its core business of managed print and document solutions, whilst also focusing on production printing, IT services, client retention and service excellence.

Production print is a fast growing part of Vision's business that offers considerable scope for an even deeper relationship with HP.

In a recent interview with *PrintIT Reseller*, Neil Sawyer pointed out that one of the benefits HP resellers enjoy is HP's commitment to growing both its core business – transactional and managed print – and other areas of operations, including production print and 3D print.

"Our future strategy is looking beyond what the market demands today to what we know they'll be demanding in the future. A good example would be the investment we've been putting into 3D printing; we genuinely believe that is a game-changer for the future," he said.

In choosing a managed print services provider, public and private sector organisations must think about their current print and document needs and how those requirements might change in the future, whether as a result of business growth, digitisation or the changing needs of their customers. The partnership between HP and Vision, in which both parties are committed to improving the efficiency of printing and document processes, ensures that customers will always have access to the best technology, knowledge and expertise, whatever the future brings.
www.visionplc.co.uk

Mark Smyth, *Chief Operating Officer,* and Philip Bond, *Chief Executive,* Vision

What is GDPR?

The General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) is a regulation by which the European Parliament, the European Council and the European Commission intend to strengthen and unify data protection for individuals within the European Union (EU). It also addresses export of personal data outside the EU.

The regulation was adopted on 27 April 2016. It enters into application 25 May 2018 after a two-year transition period the Government has confirmed that the United Kingdom's decision to leave the European Union will not affect the commencement of GDPR.

The GDPR will provide a single legal framework which will apply to all members of the EU, streamlining and hopefully simplifying what is currently a mix of laws for each member country. Directly concerned with the collection, storage and use of personal data, this will impact every business that holds any personal data in any format.

How will it affect your business?

If a business collects, stores or uses personal data then the GDPR applies and now there is an obligation for compliance, with serious penalties for those that don't.

Non-compliance may leave you open to substantial fines under the GDPR

Lenny Wood,
marketing manager,
Frama UK

Source: Information Commissioner's Office, GDPR Guidance

We are confident that most companies will already be looking at how they acquire, store and manage personal and sensitive data.

We have found, however, that many organisations are not aware of the risks concerning the transmission of this data between internal employees and external clients.

Are you able to answer the following points?

❶ What measures are currently in place for sending sensitive personal/financial data via email?
❷ How does your business prove it is compliant in this situation?

Consequences of inaction

Non-compliance may leave you open to substantial fines under the GDPR. Article 83(5)(a) states that infringements of the basic principles for processing personal data, including the conditions for consent, are subject to the highest tier of administrative fines. This could mean a fine of up to €20 million, or 4% of your total worldwide annual turnover, whichever is higher*.

How we can help

The Frama Rmail platform provides a solution to a specific aspect of GDPR compliance, regarding the secure transmission of sensitive personal and financial data.

Frama makes secure email simple and accessible, for both your business and your recipients using ironclad protection.

Frama Rmail uses 256-bit AES encryption with options for secure end-to-end delivery ensuring that your message will only be read by the intended recipient.

Unlike other encryption services, Frama Rmail provides true direct delivery of your encrypted message and attachments in to your recipient's inbox.

Your recipients will not need to register for an account, open a web browser or otherwise leave their inbox to access your secure message.

If you are required to encrypt personally identifiable information under the GDPR requirement, compliance is only half of the requirement. The other half is legal proof. Your registered receipt record serves as legal proof of compliance and can prove that you have met your obligations should a dispute arise.

For further information or to speak to an email security professional, contact Frama on 01992 451 125 or by email at info@frama.co.uk.

Lexmark partners with Nuance and announces new A4 and A3 printers

Lexmark has announced a strategic partnership with Nuance to sell and distribute its Document Imaging solutions worldwide, including AutoStore, Equitrac Office/Express and SafeCom.

News of the announcement comes at a time when Lexmark is reversing its previous strategy to become a solutions leader through the acquisition of software companies, focusing on developing partnerships with software leaders instead.

In May, the company's new owners Apex Technology Co Ltd, PAG Asia Capital and Legend Capital Management Co, LTD signalled this by selling Lexmark's Enterprise Software business (Kofax, ReadSoft and Perceptive Software) to private equity firm Thoma Bravo.

Just before that announcement sister publication *PrintIT Reseller* caught up with Danny Molhoek, Lexmark General Manager for North West Europe.

When asked about the company's future growth strategy, Molhoek said: "I don't believe we're going to acquire any additional software companies in the near term. We have gained a lot of knowledge and a lot of capabilities with our software products, but we also see that there are some excellent companies out there, providing some very good products. Sometimes it's better

to have this knowledge in-house; sometimes it's better to join a partnership. Software is absolutely a key item going forward, but I don't expect us to acquire new companies in the near term."

He added: "Software has been a key part of our strategy for the last 20 years. From when we announced Markvision, we've always been developing those kind of tools and products. What we have done over the past few years is to strengthen that proposition with software that you can't develop from scratch. In certain cases you need to work together with other companies and in others it makes sense to buy these companies. In the last couple of years, the tendency has been more towards acquisition; I think the tendency today is to look for partnerships."

Molhoek suggested that there would be much more focus on hardware sales in the future, as Lexmark started to address opportunities in the Chinese market and took advantage of Apex Technology's manufacturing capabilities to bring new products to market more quickly.

New offering
This summer, Lexmark unveiled a 23-strong range of B&W and colour laser printers for

I don't believe we're going to acquire any additional software companies in the near term

small and medium-sized businesses, from entry-level mono printers to workgroup MFPs. All come with a four-year guarantee, which includes free 24-hour online support and access to technical support over the phone during work hours.

It also announced a new generation of A3 colour laser printers and MFPs, the Lexmark CS920 and CX920 series.

The nine new products – Lexmark's fastest colour models to date – have print speeds of up to 65ppm, scan speeds of up to 80ppm, a maximum paper capacity of 6,650 sheets and monthly duty cycles ranging between 200,000 and 275,000 pages.

Allen Waugerman, Lexmark's senior vice president and chief technology officer, said: "The Lexmark CS920 Series and the Lexmark CX920 Series were designed for high usage, demanding workgroups that require fast, efficient and intuitive devices. These new devices marry high-end large workgroup colour A3 with all the features and functionality of our colour A4 device line-up, complementing our award-winning colour portfolio of laser print devices."

These include a 10-inch colour touchscreen featuring Lexmark's icon-driven e-Task interface; Lexmark's Print Release and Mobile Print apps; fleet management, proactive diagnostics and remote firmware upgradeability; built-in security; and compatibility with Lexmark Managed Print Services.
www.lexmark.co.uk

PRINT.IT
EDITORS CHOICE
★★★★
AWARD

Issue 46
2017

Toshiba TEC
e-STUDIO5008LP

New and improved Eco Copier

Toshiba TEC made headlines a few years ago with the launch of the e-STUDIO 306LP Eco Copier, which uses heat-sensitive toner that can be erased on a separate unit, enabling a sheet of paper to be re-used up to eight times.

The environmental qualities of this ground-breaking solution garnered the company a lot of column inches and positive PR, but it was not a big seller.

Now, Toshiba TEC has revisited the technology, introducing three monochrome MFPs with a hybrid printing system that combines conventional and erasable printing in a single device.

In this way, the e-STUDIO5008LP series can be used to print permanent documents with conventional black toner and temporary documents with erasable blue toner.

Once they are no longer required, temporary documents that would normally be thrown away after a few hours can be erased using the device's erase function and the paper re-used.

The ability to erase pages in the e-STUDIO 306LP Eco Copier itself is a new feature – before it could only be done on an external eraser unit. However, Toshiba is still offering an optional eraser

unit, the e-STUDIO RD301, which also provides scanning to business workflows and Document Management Systems.

The e-STUDIO5008LP series consists of three models with print speeds of 35, 45 and 50 pages per minute (ppm) for permanent prints and 35ppm when printing with erasable toner.

Users can select the print mode they want at the time of printing or use a rules-based printing feature to automatically switch from one mode to another depending on the application being used. **www.toshibatec.co.uk**

Smart Printing for the Connected Workplace

A briefing with Brent Richtsmeier, Samsung's VP of Solutions and Mobility, at Apps World, XLR8 at Excel London gave Steven Swift the opportunity to find out more about Samsung's vision for the connected workplace. Here, he shares his thoughts on how apps are redefining the role of the office MFP

A first observation was that Samsung appeared to be the only exhibitor in this vast hall talking about print solutions, and certainly the only representative of the major printer OEMs with a stand there. That may say something about Samsung's different approach to linking print and workplace solutions, which reflects their heritage in mobile technology.

That is not to say that other printer OEMs are not developing apps to manage workplace solutions, but the fact that none of them chose to exhibit at Apps World may hint at their view of apps as add-ons to their hardware, rather than the key element in their proposition to customers, which is how Samsung sees Apps – with the added advantage that theirs are based on the ubiquitous Android mobile platform.

A bit of background. By now everyone in the print industry is coming to terms with the fact that print volumes really are in decline, at least in the office, and that this is being driven primarily by the digitisation of workflows.

As an interesting aside, the entry into the workplace of millennials, who have grown up with screens, was thought likely to herald a generational change, driving down print volumes further and faster, but that, at least for now, seems not to be the case. A recent InfoTrends report included research showing that 18-29 year old office workers had an equal, if not slightly higher, preference for paper documents than their older colleagues.

Nevertheless, print volumes as a whole are going down and that is squeezing revenue and margins for both printer OEMs and their channel partners.

So one of the hottest topics of discussion throughout the industry is how to replace those lost print revenues, with a lot of attention focusing on workflow solutions and apps, to try to get a share of the growing digital activity. A central element in this thinking has been how to redefine and broaden the role of the office MFP, to leverage not only its printing and scanning functionalities, but also its processing power and connectivity, to make it into a hub for communications and workflow management.

HP has long talked about the MFP as the on-ramp for office documents, and has built on this idea to develop a range of workflow solutions targeting vertical market segments. This year has seen major announcements from Konica Minolta, with their new concept of the Workplace Hub, and Xerox, with its launch of the new VersaLink and AltaLink product families with Connect Key technology to facilitate workflow management, and the development of apps to support this.

Big changes

To succeed in capturing a bigger share of workflows and associated revenues, the print industry needs to take account of some of the big changes taking place in the office and the way people work.

First among these is the growing importance of Mobility. For many workers, gone are the days when they went to the same desk in the same office every day. More and more people spread their work among multiple locations, including home and while they are travelling. To do this, they need technology that works equally well wherever they are, including the ability to share information and print documents while they are on the move. Mobile

Steven Swift

Everyone in the print industry is coming to terms with the fact that print volumes really are in decline, at least in the office

printing, which started slowly, now seems to be really taking off.

Linked to this is the growing requirement to use the same devices and technology everywhere, for personal as well as work purposes. People will no longer accept that they have to switch to a different device or technology when they move from home to office. This applies to smart phones and tablets, which are at the centre of almost everything people do, but also extends to other devices and functionalities, including printers – and this will broaden to include many more types of device as the Internet of Things becomes a reality.

Demand for customisation

This is driving the next big change in the way we work, which is the growing demand for customisation and the flexibility for workers to adapt and personalise their own devices and technologies for work purposes as well as their personal communications. The obvious and most common way of personalising devices is through the development and installation of apps.

For this to succeed will require apps that can readily be adapted to work across multiple platforms and tailored to meet individual users' needs. It will no longer suffice to produce standard apps that work on only one type of device or operating system.

This goes to the heart of the Samsung proposition for the connected workplace. As the world leader in mobile technology, it is perhaps uniquely well placed to

spearhead a massive expansion in apps-led development and customisation of workflows. That is exactly what Samsung is proposing with its new Smart Services initiative, built on the Smart UX Center.

Samsung claims that this will:
■ Provide a complete platform to enhance workplace experience;
■ Allow users to enjoy apps already developed, now and in the future;
■ Customise workflows by creating new apps or modifying existing ones;
■ Support and make easy the development of new apps, by making an SDK available to developers who, in the case of channel partners, can also use this to build an important new revenue stream

Samsung says that using its vast experience in this area and allowing developers to use familiar tools such as Android will cut the average development time for a Smart UX Centre app to 30 days, compared to 9 months for a typical embedded printer app using current industry standards.

This is not just a theoretical concept. At Apps World, Samsung was able to show some impressive apps and workflow solutions that are already being used by customers. These include:
■ **Remote Call** – a solution for service technicians working in the field, with integrated communications linking phone and online support, to help them deliver same day service to customers;
■ **MobiSystems Office Suite** – providing one app to view and edit documents, working across Android/ Dex and Smart UX; and
■ **Massinelli** – an instore retail marketing solution, facilitating the printing of on-demand flyers.

There are also plans to take Smart UX to the next level, beyond traditional printing, with innovative solutions including:
■ Self-serve automated shipping system, linking weighing scales, bar-code scanner and NFC/card reader;
■ Self-point health solution, linking medical scales, smart watch, and

blood pressure measurements.

The big question
This all looks very promising, but it is based on linking Samsung's expertise in mobile technology with its print and workflow business. The big question now is how this will translate into the HP world, when the acquisition of Samsung's print business is completed later this year. It appears to fit very well with HP's own strategy of developing more sophisticated services and solutions. However, will HP be able to integrate and manage this initiative with its organisation and technology, and in particular with its channel?

Steven Swift is Co-Founder of IDeAs, a European network of Independent Document Advisors, set up to advise printer vendors and the dealer community on how to adapt to the changes re-shaping the printing and imaging industry.
sswift@document-advisors.co.uk
www.document-advisors.com

People will no longer accept that they have to switch to a different device or technology when they move from home to office

what's new

Paper-free logs

Bodet has launched a paper-free time and attendance system for organisations with up to 100 employees. Workers can clock in and out at the Timebox using a proximity badge, keyfob or fingerprint. Timings are stored on a database, from where they can be downloaded to a portable USB drive or sent across the network to the central server. Attendance reports generated by Bodet's software can be exported as Excel files.
www.bodet.co.uk

Point and capture

ABBYY has introduced Real-Time Recognition technology that enables 'instant' text extraction from documents and objects included in live video streams from smartphones and mobile devices. Applications based on the ABBYY Real-Time Recognition software development kit can pull text from on-screen objects and automatically convert it into data. The conversion takes place directly on the mobile device and within the mobile application.
www.abbyy.com

Easy expenses management

Fujitsu and Expensify are working together to streamline expenses management for small office/home office users. The combination of Fujitsu ScanSnap scanners and Expensify receipts and expenses management software makes it easy to send receipts from a ScanSnap directly to Expensify via the ScanSnap C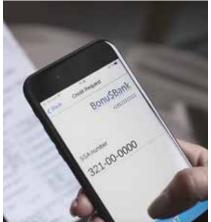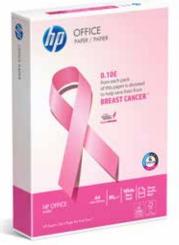loud service. The free ScanSnap Cloud enables users of ScanSnap iX100 and iX500 wireless scanners to send scanned data directly to their favourite cloud service independently of a computer or mobile device.

Secure scanner

Epson describes the WorkForce DS-780N as its most intelligent business scanner yet. With an interactive touchscreen and built-in networking, it features a 100-sheet automatic document feeder; USB 3.0 compatibility; fast colour scan speeds of 45ppm/90ipm at 300dpi; a 'slow mode' for delicate documents; and enhanced security features. These include PIN code, IC card and user directory (LDAP) access; centralised control; and a control panel lock to prevent tampering.
www.epson.eu

Smartphone photo printers

Free your memories with the KODAK Photo Printer Dock, which produces water- and fingerprint-proof prints from a docked phone or camera, or the KODAK Photo Printer Mini, which prints directly from a mobile phone or tablet via Wifi. The KODAK Printer Dock includes a paper tray for 4 x 6in, postcard-sized media, while the pocket-sized KODAK Printer Mini produces 2.1 x 2.4in credit card-sized photos and stickers.   **www.extertis.co.uk**

In the pink

International Paper is launching an HP Office 'Pink Ream' in association with the Komen European Network, partner of the world's largest breast cancer organisation Susan G Komen. Throughout 2017, it will give the charity £0.10 for every 'Pink Ream' sold in Europe, with a guaranteed minimum contribution of €100,000. The HP Office 'Pink Ream' is available exclusively through Office Depot until mid-September when it will also be available from Office Outlet, Spicers, Staples and Rymans retail outlets. October is international breast cancer awareness month.

Big screen productivity

Launched at the same time as Samsung's 5.8in Galaxy S8 and 6.2in S8+ smartphones with bezel-less Infinity Display, the Samsung DeX Station docking unit enables a Galaxy S8 to be used with a larger HDMI-compatible monitor and full-size keyboard and mouse. Adaptive Fast Charging (AFC) technology charges the S8 while it is connected.
www.samsung.com/uk/

Flexible document scanner

Fujitsu subsidiary PFU (EMEA) Limited has unveiled two new A3 document scanners, the fi-7700 and fi-7600. The fi-7700 offers both ADF (Automatic Document Feeder) and flatbed functionality, ideal for fragile or oversize documents. The fi-7600 comes with dual fold-out operating panels to support left-to-right and right-to-left scanning. With scan speeds of 100 ppm/200 ipm, both models are suitable for centralised scanning of up to 30,000 documents per day.
www.pfu.fujitsu.com/en/

Kodak cartridges

DCI Ltd, Europe's leading remanufacturer of ink and toner cartridges, is producing a range of Kodak-branded ink and toner cartridges for use in HP, Epson, Canon, Samsung and Brother printers. The cartridges will be made at the company's 32,000m² UK production facility and will cost 20-40% less than equivalent branded products.
www.dci.co.uk

Swift scanning

Canon's new imageFORMULA Flatbed Scanner Unit 102 enables users of Canon imageFORMULA scanners to capture images from the flatbed unit and scanner ADF in one operation. Use of the same driver enables them to combine several documents from both sources in a single file, including images from bound documents, books and fragile media (up to A4). **www.canon.co.uk**

On demand colour badges

Organisations that have a need to create large, legible plastic badges on demand will welcome the launch of Zebra's first large-format, direct-to-card printer capable of creating photo quality, edge-to-edge colour cards in a single pass. Suitable for on-the-spot printing and/or customisation of over-sized badges, tickets and passes for conferences, festivals, sporting events and concerts, the ZC10L prints onto durable PVC badges that use substantially less PVC than traditional badge designs.

The black and the red

Brother's new QL-800 series of desktop label printers can print in black and red. A first for labellers in this class, the ability to print two-colour labels is useful for colour-coding or highlighting important information. The three-strong range, which includes wireless and networked models, can also print signage up to one metre in length.

Customisable UI

Brother has launched a customisable scanner user interface to meet the complex document management needs of customers in the healthcare, education and legal sectors. Available on versions of Brother ADS-2800W and ADS-3600W scanners, Custom UI enables the control panel to be modified to suit a customer's specific workflows. The ability to add graphics and photos, for example, can make it easier to find specific folders or shared drives at the device itself.
www.brother.co.uk

High quality colour

Develop has launched a compact, entry-level colour production system for in-plant print departments, busy offices and specialist users requiring high quality (1200 x 1200dpi) colour output. The ineo+ 2060L has a colour print speed of up to 61 A4 pages per minute, a high speed colour dual scan ADF (240ipm at 300 dpi), a large colour operator panel and the ability to scan to and print from USB flash drives. It supports a range of substrates up to 300gsm including SRA3+ and banners measuring 1200 x 330mm, and has a maximum paper capacity of 4,250 sheets. There is a choice of print controllers from Develop and EFI.
www.dsales.eu

Hybrid appeal

Panasonic has launched a new range of hybrid A4 scanners designed to improve efficiency and lower cost of ownership for hotels, healthcare providers, travel companies and other organisations with multi-format scanning requirements. The KV-SL3066 and KV-SL3056 can scan via the flatbed or integrated automatic document feeder, enabling users to scan damaged documents, booklets, passports, ID cards, long documents (i.e. ECG documents) and envelopes, as well as mixed sizes of cut sheets. Users can scan documents on the ADF and flatbed and save images from both as a single file.
http://business. panasonic.co.uk/ communication-solutions/

Look and learn

We are on the cusp of a new wave in enterprise content management as automatic content analysis and machine learning provide better access to stored data. James Goulding speaks to Greg Milliken about what the future holds and why M-Files is viewed as 'an innovator'

For decades, document and then content management systems have been promising an end to document chaos. Yet, according to a recent survey by M-Files Corporation, 95% of UK organisations still face challenges when trying to find, access and edit documents.

■ 63% sometimes have difficulty finding information

■ 64% find that documents are often saved in incorrect folders or systems

■ Half of workers complain about 'version creep', with multiple versions of documents saved in different places

■ Four in 10 encounter problems caused by the incorrect naming of documents

■ 29% have problems accessing documents from different devices

■ 63% say they have had to recreate documents that already existed because they were unable to find them.

Clearly, there has been progress in content management – flexible working, digitisation, mobility and the cloud attest to that. Even so, a list from 10, 20 or 30 years ago might have looked very similar. So, why do these problems persist?

Information silos

One reason, claims Greg Milliken, vice president of marketing at M-Files Corporation, is the proliferation of information silos, including network folders, Sharepoint, traditional ECM systems like Opentext and Documentum, emerging file sharing systems like Box and Dropbox and core business systems like CRM and ERP systems. Research by AIIM shows that less than 40% of the ECM systems in use are integrated with another core business system.

"There's a lot of fragmentation out there. Even a small to medium-sized business might have Sharepoint and some file shares and maybe Salesforce. Just that presents challenges. Even with these systems, it is difficult to find stuff. A given system might be great at finding what's in it, but what if something you need that's related to that customer is off in the file share or in Sharepoint? How do you get to it when you're in Salesforce or any other flavour of CRM or ERP?" he said.

This, says, Milliken creates the problem of 'dark data'.

"What we mean by 'dark data' is when somebody creates something

What we mean by 'dark data' is when somebody creates something that they store in some folder that nobody ever finds again. It goes dark

that they store in some folder that nobody ever finds again. It goes dark. Being able to overcome that so you can always find the most relevant and valuable information when you need it is what's driving interest from companies – finding and harnessing what they have, eliminating duplications and unifying access any time, anywhere," he said.

What customers don't need, he says, is another repository. "The message we hear is 'Don't come in here and tell us that you can just give us another system that is going to fix everything, because that's how we got multiple silos to begin with.' We think what's needed is the ability to get more value out of existing assets through integration."

Ease of use

Central to this is improved ease of use.

"Traditionally, ECM systems have been really complicated; they've required lots of services and customisation, which have created barriers to the idea of unified access to information and ensured that legacy systems retain their position – every company we talk to still uses network folders, for example. Users have resisted ECM systems not only because they're complex to implement but also because they can be complicated to use. People will even resist using a tool like Sharepoint, which is in almost every company, saying 'I'm not going to put it up in Sharepoint until I'm done with it' or 'If I put it up there and change a copy here things will get out of sync'. Day to day challenges like these have been heavily influenced by the architectures of these systems: they've been static and they've been heavy around services, so hard to adapt, which has held back adoption."

Milliken added: "The rise of Box and Dropbox is an immediate indicator that usability has been lacking. Granted, they don't do a whole lot – they're just a folder structure up in the cloud – but they're simple and they're easy. So

we think that's a fundamental part of the future."

Stumbling blocks

The other two really big stumbling blocks with traditional ECM, claims Milliken, are the need to migrate data from a file share or legacy system to the new system and the need to train up and overcome the resistance of people who might have been perfectly happy with the old system.

"If you could truly integrate and unify information you would lessen the need to migrate data and maybe eliminate it entirely. You might ultimately want to migrate the data, because you want to get rid of a legacy system and you don't want to pay for two systems, but the idea that the first step doesn't have to be migration, which is often expensive, is a really key point," he said.

"Then, once you've chosen to use a new system and you begin to migrate your data, you have to train up all those people who are happy with the old system in how to use the new system. That's very often even bigger than the migration problem and where a new project gets derailed, because people are resistant to change and just aren't going to shift.

"What we think's really interesting is that innovation in companies usually comes from smaller groups – someone in legal decides they need to handle their contracts better, someone in HR wants a better system for managing employee information, someone in accounting has to deal with invoice processing and accounts payable in a different way. Enabling one small group to innovate on a process without forcing everyone else in the company to change enables faster innovation and productivity.

"We think the future will encompass the idea that one can do that innovation while the content remains in other systems, undisturbed. This is the idea that one group could utilise that data in a wholly different way to how others are using the same data in another

Most ECM systems use a location-based paradigm for storing documents – the idea that you put something in a folder to classify it

Greg Milliken,
vice president of marketing,
M-Files Corporation

system, allowing different groups to be doing that simultaneously based on their needs, without incurring all that migration and change management on a large scale."

Metadata layer

M-files eliminates many of the problems highlighted above through a metadata layer. Most ECM systems use a location-based paradigm for storing documents – the idea that you put something in a folder to classify it, a 'customer' folder or a 'project' folder or a 'contracts waiting for review' folder.

Milliken points out that systems of this nature are flawed because the organisation of folders and files is so subjective. "Do you have marketing, sales, administration and then under those North America, Europe and Asia? Or do you have North America and then marketing and sales under that? It's a very subjective choice and each company really does things differently, each individual even. Then, you've got to teach people that subjective thing and that's what we believe leads to imprecision and dark data. If I think this should be in the customer folder but somebody else thinks it should be in the project folder, where is it? And what if it's in different systems? Then, what about if it needs to be in more than one place, if it needs to be in both the project folder and the customer folder?"

Milliken says that this is where context and M-Files' metadata-driven approach brings benefits. By adding tags, in this case 'customer' and 'project', the document can show up in more than one place. "We often use the analogy of the iPhone. When you put music on your iPhone, it shows up by genre or artist or album or date, but it is still only one piece of music," he said.

If, over time, the document becomes associated with another project or customer you just add their name as a tag. It is completely dynamic and completely objective.

No silver bullet

Milliken admits that M-files' approach is not a silver bullet. There are still aspects of it that people might find fault with, such as the need to add metadata. "The area where there might be some overhead is adding the metadata. How does the metadata get defined? You could argue that some people might think 'I don't want to tag things', which is why in the past they would just put things into a network shared drive without going into the ECM system – because they could just throw it in there. Then you don't remember where you put it and nobody else can find it."

How, then, do you address potential resistance around tagging things with metadata?

Traditionally, creating the metadata has been done by manually tagging a document or using semi-automated methods like scanning and OCRing content and identifying a part number within a document or reading a barcode and classifying it on that basis.

Milliken says that in the future this will be done automatically, using analytics and emerging technologies like natural language processing and machine learning. He describes this as the Holy Grail and says that with tools like IBM Watson and Alchemy from HP it is now within reach.

Repository neutral

M-Files is not alone in this thinking. Analysts like Gartner and Forrester also recognise that changing customer requirements

...continued

and advances in technology have created the need for a more dynamic, flexible content management platform that offers:

1 Access to content wherever it might reside: A system will have its own repository but must also be repository-neutral and able to connect to external repositories via connectors.

2 On premises, cloud and hybrid deployment: In the past, a system tended to be either on premise or cloud-based. As the popularity of the cloud increases, users should be able to switch between the two. "When you're archiving content, you could move from a cloud-based implementation to an on premise one where storage might be less expensive. Or, a highly regulated business that's very concerned about its compliance might want to retain data on premise but share and collaborate with partners and vendors via a cloud-based repository," explained Milliken.

3 Intelligent metadata layer and federated access across multiple sources: "This," explained Milliken, "is the idea of getting access to content based on context rather than just what repository it resides in. When we talk about repositories we don't just mean content repositories but other business systems like CRM and ERP as well. If I'm in the CRM and I'm working on a given customer, it's obviously important to find documents and other information related to that customer. That's where you begin to see the opportunity to span outside of one system. It won't be where content is stored that's important but how it's contextually relevant to you."

4 Automatic tagging and content analysis: Advances in analytics, machine learning and natural language processing mean that tagging and content classification can be done automatically rather than manually or semi-automatically through barcodes and OCR. Milliken points out that with natural language processing, things can be inferred about a document that may not be directly stated in its content. For example, certain characteristics might associate it with a particular project, even if the relationship is never stated. Machine learning might also lead to improved results. It might decide 'Everybody else on the sales team is using this document, maybe you'd be interested in it too' or 'If you're searching for these kinds of things with the term agreement, maybe we should tag this with agreement too, rather than just contract'.

A visionary

Gartner predicts that by 2020, 20% of ECM vendors will be morphing their systems to provide these capabilities. M-Files, the only visionary in Gartner's *2016 Magic*

When we talk about repositories we don't just mean content repositories but other business systems like CRM and ERP as well

Quadrant for ECM (Enterprise Content Management), is already well down this road.

"Where we think we've got a big head start is that we have done this metadata thing from the outset and have been honing it through thousands of customer deployments. For us, it's always been a question not of where but what. In the past, we were thinking more about data within M-Files, but now we are extending that to connectors so that we can be repository-neutral. It's a very natural extension. Now it's not just unstructured content – documents, contracts, proposals, presentations, invoices, whatever it might be – it's the structured data too, the customers in the CRM and the vendors and projects in the ERP.

"Unifying these two environments will lead to better user adoption because people can find what they need right when they're in the CRM. We call it a 360-degree view. It really doesn't matter where you start, you will find what you need. If you're looking at a document and you see it's related to a certain customer and then you look at that customer and you see that that customer's now related to a bunch of other documents, that leads you to information that you might not have found with a search. You're creating a unified, really intelligent environment in which information finds you almost as much as you find it."

M-files' new solution, when it is launched later this year, will take this to another level.

"All we had to do was generalise our metadata-driven approach to be repository-neutral, open up the architecture to plug in the analytics and boom," said Milliken.

"Imagine you have a fileshare with a ton of files. You now automatically start scanning this fileshare with intelligent analytics, something like IBM Watson, and suddenly you infer the customer relationships for those documents and you tag all those documents with a customer. You're not just putting a text string in, you're literally linking it to the object in the CRM. At that point, just by adding that context you've dramatically changed the relevance of that information and that is absolutely within reach," he said.
www.m-files.com

Output Management Software

NEOPOST

10 REASONS WHY EVERY BUSINESS NEEDS OUTPUT MANAGEMENT SOFTWARE

1 CONTACT CUSTOMERS VIA THEIR CHOICE OF CHANNEL
OMS simplifies the implementation of multi-channel communications

2 DIGITISE YOUR BUSINESS
Make the transition from printed to digital communications seamlessly and at a pace that suits you and your customers

3 MAINTAIN VISIBILITY & CONTROL
OMS software provides a secure, consolidated view and record of all communications

4 AUDIT TRAILS PROVE DELIVERY
OMS audit trails help confirm that something has been sent and delivered which can lead to faster payment

5 ENSURE COMPLIANCE
OMS software makes it easier to stick to relevant rules, regulations and standards

6 PERSONALISE CUSTOMER COMMUNICATIONS
Increase response rates and build stronger customer relationships through the use of personalisation

Dear Emily,

7 BOOST PRODUCTIVITY
OMS increases productivity by reducing manual processing

8 SAVE MONEY
Hand-in-hand with productivity enhancements are big cost savings – not just from increased efficiency, but also from the use of digital messaging

9 MAKE BETTER USE OF RESOURCES
Enjoy economies of scale and simpler management through centralisation

10 MAINTAIN A CONSISTENT CORPORATE IDENTITY
OMS document design creates a professional corporate image

FIND OUT MORE
Take a look at our OMS-500 video

This short video shows how OMS-500 could benefit your company. Go look for yourself at:
www.neopost.co.uk/BF617

And remember to ask for your FREE trial!

Looking for a **better** outgoing document process?

Kodak Alaris is attempting to make the transition from a hardware company to a software and services-led business. *PrintIT* finds out how from Siddhartha (Sid) Bhattacharya, VP of Global Marketing for the Kodak Alaris Information Management division

The right stuff

As key enablers of digitisation, scanner manufacturers are agents of their own destruction. The more successful they are at facilitating the transition to paperless processes, the less the need for their products – or for their hardware, at least.

In this respect, companies like Kodak Alaris face many of the same challenges as printer manufacturers, with whom they are linked by a shared dependence on paper – for input in the case of scanners and for output in the case of printers.

It is fitting therefore that the man responsible for implementing the company's new marketing strategy, Siddhartha (Sid) Bhattacharya, VP of Global Marketing for the Kodak Alaris Information Management division, should have spent 14 years with Xerox, where he helped launch the company's ConnectKey MFPs and solutions platform.

Currently, well over 80% of Kodak Alaris revenue comes from scanner hardware, including services relating to break-fix and maintenance. However, just like Xerox, it is attempting to make the transition from a hardware business to more of a software and services-led company.

To facilitate this evolution, it has developed a new marketing approach, the Alaris IN2 Ecosystem, and is actively developing partnerships to increase revenue from an expanding portfolio of professional and managed services, like its new leasing solution, which provides customers with an alternative to the outright purchase of scanners and services and the opportunity to upgrade equipment more frequently than they might have done in the past.

Data chaos
Sid Bhattacharya says that the exponential growth of both structured and unstructured data, what he calls 'data chaos', has forced Kodak to focus on the notion of information capture, rather than just image capture, and its use in essential business processes through easy integration with other software solutions.

"The starting point for the ecosystem is the bigger narrative around data chaos; it's all about turning that data chaos into business opportunity. The fact that data is growing exponentially, not just paper but digital documents, not just structured data but unstructured data, and the fact that it is coming from multiple and diverse sources – MFPs and scanners, tablets, mobile apps – mean that for many of our customers, the question is not whether they should make the journey to digital transformation but where and how to begin. That is the problem we are looking to alleviate with the launch of the eco-system," he said.

The Alaris IN2 Ecosystem is built upon three of the company's key strengths:

❶ **Science** – its decades of R&D and IP in capture, recognition, extraction and integration;

❷ **Technology** – Kodak Alaris has won the Buyers Lab Inc (BLI) Scanner Line of the Year for two years running (2016 and 2017) and has more BLI Picks (23) than any other scanner manufacturer; and

❸ **Partnerships** – the development and delivery of new services through technology partners and system integrators.

"We feel the expertise we have with our scanners and our software and our partners really helps us take our customers on the information capture journey. Our scanners, software and services work in an integrated way with our solution partners. Through our eco-system, we allow customers to deal with different documents and formats; to identify index information; to route documents to the business process; and to lower their costs and increase their ROI," Bhattacharya explained.

Getting it right
Bhattacharya adds that, taken together, the three elements of the eco-system – Science, Technology and Partners – deliver three end-user benefits:

The Right Fit: "We are able to offer information capture that is seamless to customer businesses. We have trusted partners to deliver the right solution; we have best-in-class scanners, ranging from desktop to high value production models; and we are able to work in the customer's environment to optimise their overall investment," he said.

The Right Experience: "This is about ease of use, the user experience, everything we offer in terms of easy management and set-up and the fact that we can bring in a set of services that allows remote monitoring and inspection to make sure that our scanners are up and running and to handle preventative maintenance, as and when required."

The Right Results: "Through the eco-system we expect to be able to offer our customers a higher ROI and a lower cost and, at the same time, the highest quality of captured data. If that initial capture is not of the highest quality and reliability, anything that happens to the data in the rest of the workflow is going to be sub-par. Our imaging excellence and optimised scanning allows more accurate information capture and minimal rework."

Product announcements
Bhattacharya says the fruits of this new approach are evident in the company's latest products, which enhance information capture by bringing productivity features previously only available on high-end scanners to lower-end desktop devices.

Kodak Capture Pro (supplied with scanners in a light version with an upgrade path to standard and network versions) now features

Siddhartha (Sid) Bhattacharya, *VP of Global Marketing,* Kodak Alaris Information Management division

The starting point for the ecosystem is the bigger narrative around data chaos

01732 759725

intelligent exception processing, which spots when a required element, such as a signature, is missing and automatically spits out the offending document at the scanning stage. Previously, this would not have been spotted until the validation process, after which the operator would have had to spend time finding the original document and removing the digital scan from the workflow.

Another useful enhancement is intelligent barcode reading, which, by managing scanner profiles and other tasks in the software rather than on the scanner hardware, extends barcode recognition to smaller desktop devices such as you might find in a GP surgery reception. The ability to recognise a barcode and link it to a patient record in the EMIS system, say, cuts down on the amount of manual data entry required.

For batch scanning jobs, Kodak Capture Pro features Intelligent Job Select, which lets users employ programmable patch code separator sheets to separate jobs stacked in a feeder and automate the application

of different scan settings for each one so that operators don't have to change scanner profiles manually. **Info Input Express**, which captures documents from multiple channels (e.g. local scanner, centralised scanner, MFP, smartphone, email attachment) for use in a workflow, is now HTML5 compatible. This gives users the ability to embed capture within an MFP with a web browser for scanning straight into a document workflow.

i4000 series scanners now feature metal detection to prevent staplers and paper clips damaging the scanner and the scanned document, which might be the only original. This helps maintain the highest image quality for downstream efficiency and improves productivity by reducing the likelihood of jams and the need to re-scan.

Future plans
Bhattacharya says that these new products are just the start and that over the coming months Kodak Alaris will be further expanding its eco-

We are looking to offer a host of micro services with our service platform that is going to help us stand out from the competition

system.

"Early in the fall, you will likely see a new set of distributed capture scanner hardware; you will see some new software solutions being launched; potentially a couple of services that build on the new capabilities in our hardware, focusing on remote monitoring and remote maintenance; and new solutions from our partners," he said.

"This time next year, there will be a bigger announcement, focusing more on the software platform we are trying to build and how we apply our Alaris image science optimisation across the process, from optimisation, classification, extraction and validation of information to its routing into business systems like CRM or ERP or into repositories, either in the cloud or on-premise. We are looking to offer a host of micro services with our service platform that is going to help us stand out from the competition and really solve that bigger problem of data anarchy in the customer environment."
www.kodakalaris.com/b2b/ecosystem

Increasing efficiency and improving workflow in SMBs

Hassan Masaud, product manager (ink and laser) at Brother UK, discusses the work Brother is doing to support the colour laser market's growth among SMBs

Last year the colour laser market bolted on 27 per cent of growth. These models have grown in popularity among SMBs, as they've emerged as an increasingly cost effective way of providing secure, high-speed printing at large volumes easily.

More and more SMBs are looking at where they can maximise efficiency. Slow print speeds, high print costs, poor security and limited usability are common frustrations for small businesses. They are willing to make the initial investment to ensure that the time it takes for employees to print at high volumes is reduced, while documents are protected and costs are managed.

Colour lasers offer exactly this, and for users with high print volumes they are increasingly among the most suitable options.

We've developed a new series of laser models, the L8000 and L9000 ranges, designed to increase efficiency and improve workflow in small businesses. The seven new models provide cost-effective colour printing, which can each be scaled with tower trays to fit the printing needs of a personal office or an entire department, meeting wide-ranging requirements from SMBs for volume printing via one machine.

The printers can also be customised by programming time-saving task shortcuts onto the large touchscreen interface, making routine printing or scanning easier for employees.

The high-yield toners also give users the opportunity to print in large volumes and we've incorporated Brother's own print management solution, B-guard, as well as other industry recognized solutions such as FollowMe and Papercut to allow for greater control.

With security becoming a growing concern in this market, the new models can also help keep documents and data safe with password protection functions, network user authentication and advanced network settings.

More and more SMBs are looking at where they can maximise efficiency. Slow print speeds, high print costs, poor security and limited usability are common frustrations for small businesses

Brother UK is extending its range of colour lasers for SMEs with the launch of its new L8000 and L9000 ranges, designed to increase efficiency and improve workflow in small businesses

Brother launches seven new colour lasers for SMEs

Replacing the L8000 and L9000 models currently available, the five-strong L8000 range comprises of two A4 printers and three multifunction devices, while the L9000 series includes a higher volume A4 printers and the flagship MFC-L9570CDW.

The seven new models provide cost-effective colour printing, and fast print and scan speeds – up to 31 pages per minute (ppm) and 50 images per minute (ipm), respectively.

All are compatible with a host of mobile and cloud connectivity services for business users, such as Google Cloud print and AirPrint, further increasing efficiency and supporting those with collaborative working practices.

Improvements in workflow are at the heart of the L8000 and L9000 ranges. Models are capable of advanced paper handling, featuring up to an 80 page ADF, and the optional lower and tower trays mean devices are scalable as small businesses grow.

The quality of mono and colour prints produced has also improved – the machines print up to 2,400 dpi as standard and use Brother's new high density toner.

Models are robust and reliable, with redesigned engines and durable moving parts, and feature built-in NFC support for secure authentication, as well as Secure Function Lock 3.0 which allows admin to limit device functionality to specific users.

Machines in the L9000 series are suitable for higher volume users, with high-yield toners and print management solutions such as b-guard and PaperCut for greater control. Users of the flagship MFC-L9570CDW can make further workflow improvements by adding up to 64 customised shortcuts to the model's 17.6cm LCD touchscreen.

For further information on the L8000 and L9000 ranges, visit **www.brother.co.uk/printers/ colour-laser-printers/l8000- l9000-range**

MFC-L9570CDW

PRINT.IT
EDITORS CHOICE
★★★★★
AWARD

Issue 46
2017

YSoft : SoftQ6

The launch of a new 3D print management solution is just one of several new developments from YSoft

An added dimension

Print management has been good to YSoft Corporation. The privately owned company was founded in the Czech Republic in 2000 and introduced its SafeQ print management solution in 2003. Since then, it has gone from strength to strength, to the point where it now has annual revenues of $30 million (US), 370 employees in 16 offices around the world and 14,000 customers (700 in the UK).

Faced with the challenge of maintaining growth in a mature market with strong downward pressure on prices, YSoft recently announced two developments of great significance for the future of the company. One is the establishment of YSoft Ventures to mentor and support Central and Eastern European start-ups. The other is the latest version of its print management solution, SafeQ6.

In addition to two major enhancements to the core print management product (see box), SafeQ6 provides additional functionality that helps businesses address evolving document workflow challenges.

"With SafeQ6, we have produced a platform for the first time," explained YSoft senior regional sales manager Nick Parkes. "There are three pillars to it: one is print

management; the second is document workflow; and the third is 3D printing. We manufacture both 3D printers and develop software to support 3D printers, just as we have been doing all these years for the 2D market."

More options

In all, SafeQ has seven modules, available individually or collectively as a suite licence. Parkes says that giving businesses the option to adopt a broader range of fully integrated modular solutions makes things simpler and more cost-effective for the customer.

"Our platform gives end customers a genuine all-in-one solution," he said. "A lot of customers will have a print management solution coupled with document workflow from a different supplier. Yes, they are integrated and have single sign-on. But they have two different sets of licence agreements and two different sets of terms and conditions; quite often you are paying for the same modules twice; and you have two different support paths. SafeQ6 is a genuine all-in-one solution."

3D Printing

The SafeQ document workflow module is a logical extension of YSoft's traditional business that

Nick Parkes, senior regional sales manager YSoft

dovetails nicely with customers' evolving digitisation strategies, but 3D printing is a completely new proposition.

This July, YSoft is planning the soft launch of an end-to-end solution developed specifically for the education sector. This includes be3D printers, manufactured by YSoft itself following its acquisition of 3D printer company be3D in 2014; a SafeQ-based print management solution that allows schools to manage and control 3D printing for the first time; and be3D Academy coursework, developed by YSoft in conjunction with Telford-based Tablet Academy and educational organisations in the Czech Republic.

"Whilst schools are introducing 3D into their curriculum, many are not really pushing it as they have no control over costs, security and productivity," explained Parkes.
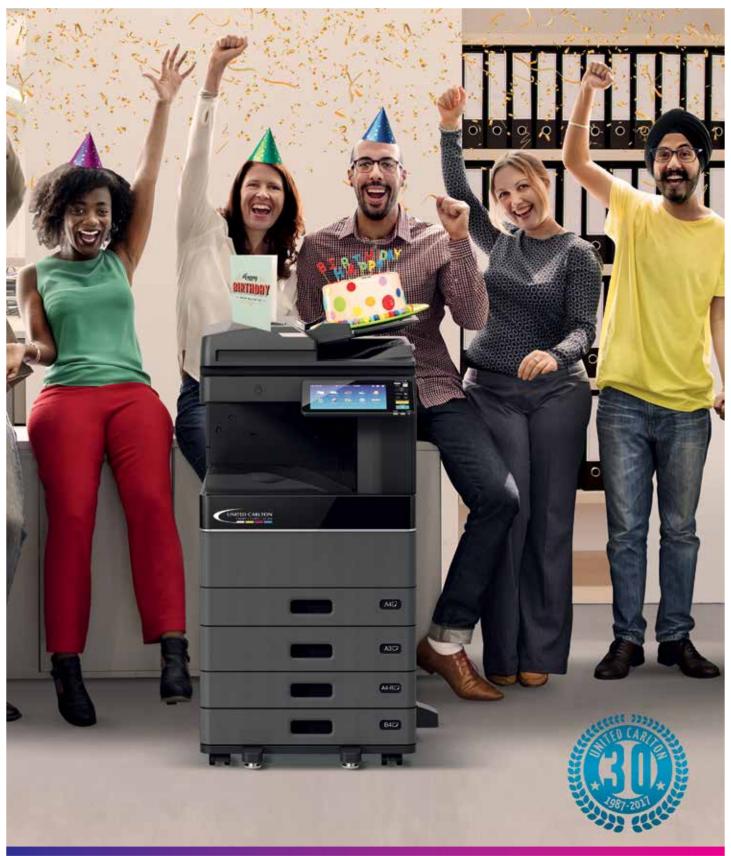
"3D printing takes time and schools don't want students to send a 3D model to print and then stand over the printer for three hours to make sure no one takes their model or stops the print job. With our solution, users send models to print through YSoft SafeQ 6, the world's first 3D print management solution; walk up to the 3D printer and authenticate using a card, PIN or password; then walk away knowing no one can touch their model because the 3D printer is fully enclosed. All the doors are locked so no one can break into the 3D printer whilst it's printing unless they are the owner of that job. And, because that job is going through SafeQ, we can measure its cost in time and materials."

This capability has already proved successful for YSoft in the world of 2D printing. There is every reason to suppose that it will prove just as compelling in the emerging 3D sector as well.
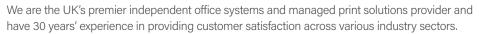**www.ysoft.com**

What's New in SafeQ6

In addition to its new workflow and 3D printing capabilities, SafeQ6 incorporates two major print management enhancements:

1 Client-based print roaming (CBPR), which removes the need for multi-site organisations with a large number of satellite offices with just one MFP to deploy a print server in every location.

SafeQ6 allows them to keep a print server in larger sites, but store print jobs on (and release jobs from) a user's workstation in satellite locations. "This," explained Parkes, "reduces costs, reduces infrastructure support and administration and, because you can't always guarantee that the links between the satellite office and the data centre are going to be strong enough, mitigates any latency and time-outs by keeping

documents local."
2 Multi-tenancy, which lets a holding company, e.g. Kingfisher Group, have one installation of SafeQ that they can push out to their subsidiaries, e.g. Screwfix or B&Q. Rather than having multiple installations of SafeQ, they can have one installation and create two tenants, B&Q and Screwfix, that can each manage their own devices and their own users and generate their own reports.

WE ALWAYS CELEBRATE A TEAM MEMBER'S BIRTHDAY...

UNITED CARLTON
PRINT | COPY | SCAN

www.united-carlton.co.uk

A PROUD MEMBER OF YOUR TEAM FOR 30 YEARS

We are the UK's premier independent office systems and managed print solutions provider and have 30 years' experience in providing customer satisfaction across various industry sectors.

Contact us to see how we can help your business become more efficient.
Telephone: **0845 456 0022,** email **enquiries@united-carlton.co.uk**

Expediting the document approval process through digital transformation

Sam Crook argues that e-signatures are a low cost, high impact initiative that can be undertaken by companies at the earliest stages of their digital transformation

Digital technologies are helping to create new, efficient workplaces – from face scanning systems and augmented reality apps to virtual meeting rooms and idea platforms. No longer are employees expected to occupy one physical space. Their daily tasks are being supported and enhanced by connected, instant access environments, anywhere and everywhere.

Digital transformation has disrupted the way that businesses are run. The opportunities now afforded by social, mobile and cloud computing technologies are forcing organisations to reconsider not just how they operate, but what they should be investing in to maximise business outcomes.

It's important to keep ahead of the game. A recent *FutureScape Predictions* report from IDC acknowledged that over the past year there has been tremendous momentum in the influence of digital transformation on technology spending. This is encouraging because in its previous report it predicted that by 2018 at least 20% of all workers will use automated assistance technologies to make decisions and get work done.

Resistance to change

IDC pointed out that digital transformation is a board-level initiative and is at the heart of business strategies for companies of all sizes, but in some organisations there has been a reluctance to change, and the concern is the business will experience a negative economic impact as a result.

A report by Progress on the *State of Digital Business* found that 62% of digital decision-makers feel their organisation is in denial about the need to transform

> **Estimates indicate that as many as 80% of organisations are still dependent on paper-heavy processes and wet-ink signatures**

digitally; 55% believe they have a year or less to make digital inroads before suffering financially and competitively.

The fact is that without making that digital transformation it will be difficult for companies to survive. Perhaps, given that the biggest disruptive technologies are the cloud, mobility and collaboration, there is a perception that all digital solutions involve a massive investment in time and money and considerable inconvenience, but this is simply not true.

Simplifying signing

One change that requires little effort, but has the advantage of delivering high impact results, is e-signatures. These have the ability to accelerate the signing process in any business, expediting document workflows and boosting productivity.

Estimates indicate that as many as 80% of organisations are still dependent on paper-heavy processes and wet-ink signatures. Employees still spend hours seeking approvals and signatures for documents and then print, scan, mail or even fax them to complete the job. And this is just for standard office processes.

In the finance department where budgets, contracts and forecasts have to be signed off, the workflow becomes even more complex – with multiple parties required for approval, there is an increased chance of human error.

One of the benefits of using e-signatures is that there are solutions with built-in digital workflow records. This enables users to see who has yet to sign a specific document and then send an alert to avoid unnecessary delays in the approval process.

Given the critical nature of

many financial or contractual documents, every word needs to be read thoroughly before signing. There are solutions available that include 'personal initials' fields next to critical sections, to provide evidence that documents have been read and understood.

When companies are considering the question of expenditure on digital tools, it is important to remember that an e-signature solution can save on financial resources, enabling an increase in efficiency and avoidance of additional outlay associated with delay and approval issues.

Furthermore, across all departments today's litigious and compliance-focused workplace is a key concern because documents can contain sensitive or secure information. Companies should look for a solution that ensures long-term Advanced/EU Qualified Electronic Signatures are supported in line with the ETSI PAdES standards so they cannot be tampered with and will be future-proof regardless of software format changes. This also means that if required, long-term verification (LTV) evidence can be embedded into the document with trusted timestamps proving the time and validity of the signature.

Programme integration

e-Signatures can minimise the time spent on administrative tasks through integration with other core business programmes such as document management systems and CRM applications. Because documents are accessible from anywhere, they can be reviewed and amended in real-time without the need for printing or rescanning after each revision. This has a positive benefit to the customer's experience, helping to improve communications and minimise changes.

As these examples show, the digital workplace is an inevitability. Transformation, however, can take time, and companies are advised to start with simple but effective changes using digital tools that are designed to deliver workflow improvements and better efficiency and productivity as a result.

Sam Crook is in Solution Sales for SigningHub by Ascertia.

Sign of the times

New research suggests consumer demand is driving the uptake of digital signatures

Digital methods of doing business are no longer viewed as a 'nice to have' by consumers or business professionals but as an absolute prerequisite, with almost 90% of consumers wanting the option to complete transactions digitally.

This is one of the main findings of new research commissioned by DocuSign, the eSignature and Digital Transaction Management (DTM) company. The research, available in the eBook *What do your customers expect?*, also reveals that more than 60% of C-level executives expect businesses to offer digital options for completing transactions.

Scott Olrich, chief strategy and marketing officer at DocuSign, said: "If companies aren't already going digital to accelerate the process of doing business internally, they need to do so for their customers. Today's consumers demand the ease, speed and convenience of doing business digitally, and if your organisation doesn't, they will find a modern business that does."

The research reveals growing dissatisfaction amongst consumers for traditional communication methods and for businesses that rely on them:

■ 62% of consumers don't feel comfortable sending important or sensitive paper documents through the post; two in five have had a document lost in the post in the last 12 months;

■ 59% of consumers believe that organisations using legacy processes, such as paper forms, are outdated compared to their peers that are digital; and

■ 57% of consumers would choose to interact with companies that offer digital methods of completing transactions over those that stick to paper-based processes.

While executives lag behind consumers in the move to digital, they are starting to recognise its importance to their own customers and the future of their businesses, with 85% citing digital transformation as a top priority for their organisations.

The top three areas of business that C-level executives aim to improve by going digital are all customer-centric:

■ 52% are looking to digital to improve their Customer Relationship Management (CRM);

■ 51% are focused on enhancing customer service through digital means; and

■ 46% are aiming to improve client satisfaction/their client experience with digital technologies.

Despite their intentions many businesses still face obstacles to digital adoption, including lack of funding (46%) and the need to modify infrastructure before implementation (54%).

There is also evidence of poor planning and collaboration, with 44% of senior decision-makers undertaking digital projects without consulting their IT departments. Only 29% of business leaders have had a digital project proceed without red tape from another department.

Almost all executives (92%) agree that their organisation could be doing more to go digital and, as a result, more and more organisations are creating chief digital officer roles to drive collaboration and success across departments.
www.docusign.co.uk

Qualified approval

A separate survey by Adobe shows growing interest in digital signatures, despite some reservations

Despite the abundance of new technologies at our disposal and the frustrations of traditional paper-based processes, Brits still have an emotional attachment to handwritten signatures.

In a recent survey of 2,002 UK consumers by Adobe Document Cloud, 86% claimed that physically signing documents is still important to them especially when it involves giving their consent or proving their identity.

However, there are signs that people are becoming more open to the use of digital signatures, with 49% saying they would be comfortable using digital or e-signatures in the future.

Of those who said they would be open to using e-signatures:
34% say using e-signatures is less time consuming;
31% like the convenience of not needing to find a pen;

29% think e-signatures will help them approve things on any device; and
28% think e-signatures will help them approve things on the move, across multiple devices.

Over a quarter of respondents think e-signatures could be good for signing contracts and official work documents (28%), with a further 27% saying they could be used to give another level of authentication on the goods they purchase. A further 16% said that using e-signatures could save money.

Even so, Adobe's survey shows that people still have reservations about using e-signatures:
38% feel e-signatures can be easily copied;
36% don't think they are secure; and
26% say they are untrustworthy because people don't check them properly.

These findings support another recent European study from Adobe Document Cloud which highlighted the fact that office workers are currently spending significant time on office admin, with almost one day a week being devoted to everyday tasks (average 6.8 hours). More than six out of ten European workers (61%) said that chasing signatures was adding to their frustrations.

Three quarters (77%) of UK workers say that the technology is extremely valuable in helping to achieve higher productivity and freeing up time.

More than six billion digital and electronic signature transactions are processed through Document Cloud each year, using Adobe Sign to electronically sign and send documents from any device. www.adobe.com