



# Next Generation Multifunction Printer Management

The right management software can save time, lower costs and boost ROI

## Executive Summary

Businesses of every size face a similar challenge: Employees need instant access to office technology to complete their tasks and move ahead with their workloads. But when network administrators are constantly interrupted to resolve print, copy and fax-related issues, it wastes time, drains resources and prevents them from focusing on business-critical tasks. What's more, poorly managed multifunction printers (MFPs) may prevent the business from realizing the return on investment (ROI) and strategic advantage promised by these highly functional network devices.

The solution is choosing MFPs that offer advanced functionality coupled with intuitive, centralized management via built-in features and effective management software. Canon multifunctional printers and software solutions meet these criteria by streamlining device setup, management and maintenance tasks. Standard features enable administrators and service providers to keep on top of maintenance and supply issues, while Web-enabled software solutions make it easier to manage device settings, facilitate secure user access and minimize costs across the enterprise. The result is time saved and improved ROI from MFPs.

## The Current State of MFP Management

The adage "time is money" aptly applies to IT administration today. The recent recession and current economic uncertainty resulted in reduced IT budgets and staffing, making it essential to save time by doing more with less via efficient and effective IT management. Without it, IT staffers waste time and money performing routine tasks, which prevents them from focusing on business-critical initiatives.

Take the case of networked output devices such as MFPs. These promise enormous improvements in efficiency for end-users who gain the ability to print, copy, fax, store and transmit documents from a single networked device. Similarly, the IT department can save time and do more with less by managing only a single device rather than multiple single-function units. Consumables also cost less for MFPs than the combined cost of single-function devices. MFPs take up less floor space and use less energy than the units they replace, another plus which lowers ownership costs.

Yet, to fully realize the gains in productivity, efficiency and TCO that MFPs can offer, they must be managed effectively across the network. Unfortunately, many MFPs fall short in their management capabilities. Too many manual tasks and management complexity cause administrative headaches and waste time.

Reacting to these and other routine issues keep IT administrators from performing more important business functions

Such issues make it difficult to satisfy the needs of end-users for device availability and executive management for accountable cost control. As one exasperated IT administrator said, “If MFP devices are so efficient, why do we need to spend so much time managing them?” Others express concern about imbalance of device usage—some are heavily used, others hardly at all. There’s also a need to enforce company policies for technology access, printing and expense reduction.

Many factors contribute to the difficulty of efficient MFP management. Adding new users or devices to the network can be complicated and time-consuming. Excessive manual intervention may be required for routine meter reads. And setting different levels of access for users and groups may be tedious and time consuming: You may want company visitors to have access to monochrome copy and print only, for instance, while the marketing department receives access to all functions. Manual intervention department-by-department and machine-by-machine wastes time and resources.

In addition, firmware updates and critical errors may reduce device availability to users who expect 24/7 access. Different devices may require different management tools, which complicates overall management, adds to the training burden and stresses staff resources. Setting device defaults or installing print drivers may be difficult and require manual intervention.

Reacting to these and other routine issues keep IT administrators from performing more important business functions—especially at enterprise-class firms that have multiple MFPs and multiple locations. For example, Universal Restoration Services, a provider of loss-management and restoration services, was actively managing its office technology through its own IT department. Prior to working with Canon, IT personnel often had to travel to remote office locations to address device management requirements related to setup, configuration and support. Such tasks prevented IT staff from focusing on strategic activities such as improving customer service.

There are also MFP issues related to information security, document workflow, enterprise usage policies and billing chargebacks that IT administrators should be monitoring and managing. Often, however, they lack the time or the software tools.

### Improving MFP Management

IT administrators and purchasing agents should carefully evaluate ease of network device-management when choosing MFPs. This entails analyzing both standard features built into the devices, and the management software available from the manufacturer. In today’s heterogeneous environments, it’s also critical to consider whether devices and software utilities adhere to industry standards, essential for managing devices from different manufacturers.

Key features and best practices that impact ease of administration include the following:

**The ability to manage print devices from anywhere:** IT resources can be strained by the need for manual management at the device itself, one at a time. Enterprises with a fleet of standalone printers and MFPs, whether on-site or at remote locations, need the ability to manage devices remotely via a Web interface. This helps ensure that administrators can be productive in performing routine tasks from any Web connection and at any time. Whether it’s streamlining user setup, deploying print drivers or installing and synchronizing address books, remote management means less time spent monitoring and managing devices and more uptime for end-users. Users can also benefit from the ability to monitor device status from their PCs, to ensure the device is ready for their next task.

## Canon imageWARE Enterprise Management Console

This expandable, modular console delivers a streamlined, centralized point of control for all output devices installed across the enterprise. It reduces the downtime of devices by directing low toner, paper jams and device maintenance alerts via email messages to the network administrator. It also offers advanced automated task management, including discovering new devices, retrieving/distributing device settings, rebooting devices, retrieving/distributing address books, retrieving device meters, installing/upgrading printer drivers and downloading font and color profiles. Key features include:

- Centralized device management
- Device settings delivery/retrieval
- View real-time device status
- Task-based workflow
- Scalable across the enterprise
- Logical groupings for simplified management
- Additional functionality via plug-ins

imageWARE Enterprise Management Console is a foundation for true innovation due to its distinctive framework and is designed for easy implementation and expandability.

**Features that enable proactive management of MFPs:** Nothing disrupts an otherwise productive workday like a help-desk call that might have been prevented. This favors management solutions that automatically generate email reports, text messages and technician service requests, or that notify IT staff or service providers about potential problems with devices. If you can proactively discover when machines are low on toner or if parts are due for replacement, you'll have fewer surprises and maximum device uptime.

**Ability to set privileges according to user needs, company policies and security requirements:** Unlimited access to features such as color printing and copying can cause output costs to soar and may violate departmental and company policies. User privileges should be assignable on a case by case basis, especially for functions beyond monochrome copy and print.

**Ability to enforce company policies with customized drivers:** In these cost-conscious and environmentally-aware times, IT administrators need to easily customize print drivers to conform to company policies. Whether it's specifying double-sided printing as the default or removing the color option, you'll appreciate the ability to customize drivers before pushing them out to end-users.

**Ability to monitor and manage financial aspects of usage:** Despite the pressure to minimize IT expenses, most IT departments cannot identify the cost of utilizing office equipment, such as the cost of supplies; output by department, client and user; and cost by department, client and project. The ability to identify such costs, create accurate reports for management and assign accurate charge backs is key to maximizing ROI from MFP usage.

### The Canon Approach to MFP Management

Standard, built-in features in Canon imageRUNNER MFPs and imagePRESS digital presses enable administrators to keep on top of any maintenance or supply-related issues, while Canon imageWARE Enterprise Management Console solutions help streamline device setup, management, and maintenance tasks. Hardware, software and services working in concert help IT administrators and service providers to easily manage devices and facilitate user access.

With Canon device management solutions, you can discover, install, configure, manage and monitor all network output devices across your organization from a single Web-enabled location, including standards-based devices from other manufacturers. This empowers you to automate many common tasks and proactively monitor devices to ensure high availability.

Canon device management solutions streamline processes such as adding new devices, setting up new employees and establishing new processes. By automatically discovering devices, updating address books and synchronizing saved shortcuts, you can turn projects that were once a chore into automated, scheduled tasks that occur at off-peak hours.

Whatever the size of your organization, Canon device management solutions can scale to meet your needs. Designed with a modular framework, these solutions are flexible enough to work for every type of organization today and can adapt as the business changes. The modular management platform allows you to add the functionality you need through plug-ins, and leave out the functions you don't. Many specialized plug-ins are available for tasks that include meter-counter reading, cost control and device access control (*see sidebar*).

Canon delivers the rich, easy-to-use functionality needed to implement management best practices

## Drilling Down into Canon Management Solutions

Key device-management solutions include Canon imageWARE Enterprise Management Console and plug-ins; Canon imageWARE Remote; and Canon Content Delivery System. Together these deliver the rich, easy-to-use functionality needed to implement management best practices:

**Web-based device management:** imageWARE Enterprise Management Console arms IT administrators with a scalable, Web-based tool to proactively manage a fleet of devices. This robust solution delivers a streamlined, centralized point of control for all devices installed across the enterprise. It is a single, integrated utility to manage network peripherals from any connected PC—everything from setting up users and deploying print drivers to installing address books and monitoring devices. Such functionality helps ensure high device availability and productive IT staffers. Users also benefit from Canon's Web-based device management: through the Remote User Interface, users can view the amount of memory, paper sizes, available finishing modes and more to make informed printing decisions from their desktops. As part of the modular framework, multiple imageWARE Enterprise Management Console servers can be installed on the network in different geographical locations to reduce network traffic.

**MFP task automation and self-management:** imageWARE Enterprise Management Console enables self-management and automatic notification via email alerts to network administrators for error conditions such as low toner, paper jams and maintenance issues. Versatile communication tools enable emails to be sent to other IT administrators and users to inform them of changes to the printing environment or device configuration. Device settings can be automatically monitored and returned to defaults if necessary. Advanced automated task management capabilities allow tasks to be executed immediately, or at timed intervals for tasks that require regular updating. Address books can be automatically updated from a reference machine to all installed devices that support Canon's Device Information Delivery Settings mode: this helps ensure each device contains identical, up-to-date address book data.

For IT administrators who prefer an even higher degree of automation and reduced administrative burden, Canon offers the imageWARE Remote device management solution. This intelligent device-management solution automates communication between you and your Authorized Canon service provider to provide automated meter reads and device status reports. No software or hardware purchase is required, as imageWARE Remote ships standard with all imageRUNNER and imagePRESS devices and is simply activated by your Authorized Canon service provider. Through a secure Internet connection, real-time meter reads and service-related data are sent from the device directly to a dedicated Canon server. The service provider receives detailed device status reports, assisting in the delivery of proactive problem diagnosis, preventative maintenance, consumables management and more accurate meter billing.

Also supported in the imageRUNNER ADVANCE series of MFPs is the Canon Content Delivery System, which offers enhanced capabilities for remote service. The system enables firmware updates to be scheduled by your service provider at a specific date and time. Updates can be downloaded at off-peak hours or delivered to the device for deployment by a service tech when convenient. This keeps Canon devices current without interrupting the print environment.

**Setting user privileges:** imageRUNNER devices support Canon's Access Management System with standard Function-Level User Authentication. This plug-in to the Enterprise Management Console lets you easily set access to functionality on a user-by-user basis. You can even set it so authentication is only required when users want access

## Plug-Ins for Added Functionality

imageWARE Enterprise Management Console is a foundation for innovative MFP management. New functionality will constantly be added in the form of plug-ins. Currently available plug-ins include:

**Address Book Management plug-in:** Offers centralized management of corporate address books. Enables the IT administrator to retrieve an address book from an imageRUNNER device and deliver to multiple devices. Also supports creating and modifying address books for deployments.

**Printer Driver Management plug-in:** Allows IT administrators to remotely deliver and update print drivers on user workstations.

**Meter Capture plug-in:** Allows retrieval of device counter information.

**Device Application Management plug-in:** Lets IT staff install, update and uninstall MEAP applications with their respective licenses to the Canon device fleet.

**Resource Management plug-in:** Allows font and profile management of the imageRUNNER devices.

**Access Management plug-in:** Allows setup of users' access rights on a feature-by-feature basis on imageRUNNER devices.

**Accounting Management plug-in:** Tracks all document output by user, department or device and promotes awareness of potential waste by providing comprehensive reports.

to capabilities beyond basic copy and print. This controls who has access to which features, while users remain highly productive. Examples include making color printing available only to certain users, or restricting frequently used features such as access to Web browsing, email and faxing. Devices can also be set to require authentication before email usage, ensuring that recipients clearly understand who sent the message. To further improve ease of administration, the Access Management System provides predefined roles for administrator, power user, limited user and guest. For fine-tuned access control, additional custom roles can be defined to work in conjunction with predefined roles.

**Streamlined printing with a universal driver:** IT administrators can cut costs and reduce user confusion by deploying the imageRUNNER PCL6 Universal Print Driver. This simple, easy-to-deploy driver can print to different imageRUNNER models, simplifying driver deployment, training and support on the network.

**Delivering and customizing print drivers:** Canon's Print Driver Management plug-in enables IT administrators to deliver PCL6, PostScript, and UFR II drivers for Canon controllers, while the addition of the Driver Customization tool enables customization. Network administrators and CFOs will appreciate the ability to establish standard default settings to help enforce company policies for document security, printing, cost controls and Green IT initiatives. Examples include requiring double-sided printing and monochrome printing as the defaults.

## Maximizing ROI of MFPs

As an example of best practices in action, Universal Restoration Services implemented imageWARE Enterprise Management Console. This enabled the IT staff to install, configure and monitor both Canon and other branded devices within its environment. To speed problem resolution, IT personnel routinely receive alerts when device errors occur or toner is low. And by using Canon's Meter Capture plug-in, the company automated the process of capturing meters on its fleet of devices. Universal can also order supplies, report meter reads and place calls to its service provider from the Web interface. The centralized management helps simplify and automate much of Universal's MFP management, freeing IT resources to focus on strategic activities such as improving customer service.

In today's cost-conscious IT environment, however, executive management may require more in-depth accountability of office equipment usage and cost controls. The truth is that most enterprise-class firms do not have the software tools to quantify total spending associated with the use of basic equipment such as copiers, fax machines and network printers.

In response, Canon offers the Accounting Management plug-in for imageWARE Enterprise Management Console. This comprehensive Web-based software tool tracks, analyzes and recovers costs associated with all networked output devices, including printers, fax machines and copiers. With this one application, IT administrators can better monitor document output costs and realize greater return on their investments. Features include the ability to track document output costs, offer charge-back capabilities with an accurate collection of billing data, enforce document-level print restriction, quickly generate ROI reports, and chart the optimal deployment of office equipment.

Such capabilities go a long way toward bringing MFP management into the 21st Century, minimizing ownership costs and maximizing ROI from these highly functional devices. ■

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