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Case Study

Results
you can
measure.

The latest release of EOMS C-Services, installed at ITS in March 2003, supports spooling of more than 6,000 jobs simultaneously.

In a recent clock test performed by ITS with 100 files of 440K each, the EOMS server sent all 100 files to the printer in less than one minute.

EOMS can forward small jobs to selected machines to be printed in a desired sequence, send one document to several machines to be printed simultaneously, or divide a single document among several machines.

Multiple Document Control Manager input and output queues can be displayed simultaneously, allowing the routing of documents between them to simplify load-balancing.

Queued documents can be displayed by document name, document type, or time received. This allows users to categorize production jobs in an organized manner.

Either Internet Explorer or Netscape Navigator can be used to submit documents to the EOMS server for printing, with or without job-ticketing parameters.

Currently, some 10 percent of the jobs handled by ITS are variable-print, and this number is growing. The EOMS server can hold thousands of these jobs at a time and direct them to the printer of choice.

In the future, ITS expects to expand print facilities into new locations—and the EOMS solution will be as useful in controlling print jobs across a nationwide network as under one roof.

With a Xerox EOMS C-Services solution, Atlanta-based **Imaging Technologies Services (ITS)** has streamlined printing operations to keep a complex and growing workload flowing faster.



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Imaging Technologies Services

Atlanta-based Imaging Technologies Services (ITS) is a leading supplier of technology-based imaging services in the southeastern United States. The company's Demand Publishing Division serves a variety of marketing communications needs, including totally individualized, one-on-one brochures, manuals, and other documents. Capabilities include electronic and Web-based document receipt and delivery, data and electronic document management services, digital printing, finishing and packaging, and provision of fulfillment and distribution services in a single package.

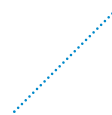


The Challenge

1

“The jobs all came in a batch, and we needed a way to separate and hold them in order to print them in the correct order.”

Chuck Brodeur, Print Production Manager, ITS



By 1999, the growing volume and complexity of the workload—everything from training materials to point-of-purchase displays, including both variable-data and static (non-variable) jobs—were beginning to strain the company's ability to manage the job mix efficiently. One customer, in particular, needed to send multiple hundreds of jobs to the printer at a particular time. And these jobs fell into a number of different categories—some needed to be printed on one kind of paper, some on a different kind, some printed first, others next, and so on. It was a nightmare from a production sequencing viewpoint. Faced with the need for a better way to sort out the incoming jobs and assign them to available printers in the correct order, the company turned to Xerox for a solution.

The Solution

2

“We select the jobs we want to send to a particular printer, then click on the icon for that printer to send the selected jobs to it. It's as simple as that.”

Chuck Brodeur, Print Production Manager, ITS



Imaging Technologies Services proceeded to install EOMS C-Services (then known as EC-PJM), one of several output management product offerings marketed by Xerox under the Enterprise Output Management Services (EOMS) umbrella. ITS uses EOMS C-Services primarily to manage incoming PDF files and Web-generated documents, while .rdo files are built and archived using Xerox DigiPath, a software solution that facilitates document scanning, storage, and archiving before these documents are sent to the printers. When incoming jobs—typically hundreds of them at a time—arrive, they are sent first to the EOMS server, which provides a user-friendly interface between the job queues and the printers. With simple commands on a Windows 2000 server, an operator can distribute the load to one or another printer in a variety of ways, using simple drag-and-drop techniques.

The Benefit

3

“This solution has made such a difference in our ability to take control of managing our printflow, that if it didn't already exist, we would have to design and build it ourself.”

Chuck Brodeur, Print Production Manager, ITS



According to ITS Print Production Manager Chuck Brodeur, the EOMS C-services solution has made a huge difference in his ability to control and manage the printflow. In addition to helping balance the workload among the printers, the solution helps speed and streamline print shop operations. “For example,” he explains, “if we send a batch of jobs to a printer and then find out that that printer has a technical issue—needs service or whatever—we don't have to stop and re-muster all those jobs. We simply use EOMS to redirect the jobs to a different printer. This one feature saves us an enormous amount of time.” Brodeur notes that EOMS also provides an unexpected quality-control benefit by giving operators an easy way to verify that all expected files have in fact been received.