

A Lesson in Cloud Printing: Why DDV Picked Printix for Serverless Support Across Mixed Devices in Schools in South-West Norway

Case Study

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Cloud print management service, Printix, was the right choice for inter-municipal ICT provider, DDV. Using Tungsten Printix, DDV was able to deliver serverless, remote print management to schools in their jurisdiction.



“The group in charge of the Intune (now Endpoint Manager) migration tested the Printix solution for just 10 minutes before exclaiming, “this is exactly what we need.”

Erlend Fiddan,
DDV



ABOUT DDV

Det Digitale Vestre Agder (DDV), is an inter-municipal ICT collaboration, working across 6 municipalities in south-western Norway. DDV, based in Hestehaven on Vigeland, has deep expertise in the delivery of ICT projects. DDV offer a 360-degree service, starting at the design and concept phase, and following up with project implementation, user support, and system operation.



ABOUT ATEA

Atea is the market-leading IT Infrastructure provider across Northern Europe. As a major Norwegian IT Infrastructure partner, Atea worked alongside Printix and DDV to deliver the Printix cloud-management service to DDV managed schools. Atea helped DDV replace Microsoft Windows Server print management with the serverless, cloud print management offering from Printix.

Executive Summary

DDV was tasked with a major project involving the deployment of Microsoft Endpoint Manager to all computers in 36 schools in their jurisdiction. As part of this transformation, DDV required a robust cloud-print management solution to make print management more efficient. As part of the process in identifying the right print management solution, DDV evaluated several vendor options. However, none offered the right functionality and features for their needs: That is, a serverless print management solution that could work in a heterogeneous environment. DDV finally identified Printix as the solution choice; Printix's capabilities in serverless cloud-print management ticking all of the evaluators' boxes:

The test-phase found that Printix was very easy to use, the subsequent rollout was straight-forward, and importantly, the system worked across a mixed-device environment. Once the

decision to use Printix was made, full deployment was very fast.

DDV use Printix on Microsoft Azure, running VMware Workspace One, along with G Suite and Microsoft Endpoint Manager as part of the student work environment.

At least 36 schools are currently using Printix for serverless print management. The rollout of Printix has been seamless across the ICT portfolio and students have been unaffected by the change.

Mixed-Device Support and Serverless Print, Ready for School!

One of the key reasons for choosing the Printix platform was that the device environment across the 36 schools was mixed. The heterogeneous device environment used by students and staff, includes Windows PC, Android phone, and Apple iPads. This mixed environment was challenging for server-based print management solutions to cover. However, the serverless system offered by Printix is agnostic to the operating system of a device and therefore can be used in mixed device environments.

Erlend Fiddan, of DDV, commented on the ease of serverless printing:

"Having a solution where we are not locked down to a server means that we can deploy very easily and expand to other administrators. Once you

**"Cross-collaboration
was a key part of the
success of the delivery."**

Erlend Fiddan,
DDV

have the baseline set you can easily expand outwards from that.”

DDV use a simple use case application of the Printix solution to manage printers across all 36 schools under their jurisdiction.

Seamless Printing for Students

Printix is a serverless printing solution, thereby eliminating the need for print servers. Hybrid computing environments can be managed using a single management platform without remote print servers. The administration and deployment of printers is seamless and does not impact the end-user. In the case of DDV, the end-users are students and staff across 36 schools. The ability to monitor and maintain printers remotely, makes management easier and more efficient.

With students being the main users of printers across the 36 schools under DDV’s management, it was important to have a seamless transition. DDV found that the transition from the Windows infrastructure was entirely seamless and students did not even notice any change, the students being unaware of any difference in setting up print jobs.

Atea and Printix in Collaboration with DDV To Provide the Best in Support

In this project, Atea acted as a reseller of Printix ensuring correct licensing. During the rollout, DDV had to deal with a barrier because of an

“Users don’t even notice that Printix is there.”

Erlend Fiddan,
DDV

unusual IP network segmentation used by DDV for the school ICT project. DDV turned to “Print via the cloud”, a Printix feature, that could be used as a workaround for this unusual infrastructure, whilst maintaining security. However, support from Printix is being offered to DDV to deliver to this unusual IT environment.

About Tungsten Automation

Tungsten Automation, formerly Kofax, is the global leader in intelligent automation solutions with a trusted legacy of nearly 40 years, with a team of 2,000+ employees in 40 countries, serving 25,000+ global customers. Our dedication to innovation and customer success has earned us industry recognition, including being named a leader in Intelligent Automation (IA), Intelligent Document Processing (IDP) and Process Orchestration by top analysts. We are trusted to help businesses gain unprecedented efficiencies and reduce costs through AI-powered workflow automations that propel their businesses into the future.

To learn more, visit www.TungstenAutomation.com

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