

Evergreen Management Services: How Printix Makes Remote Printing Easy

Case Study

TUNGSTEN
AUTOMATION



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Tungsten Printix and Grahek Technology, make remote printing a simple, pain free experience for property management company, Evergreen Management Services.



"In the past, printing from remote sites was complicated and time consuming. Now, in-a-click, Printix allows users to print directly from their own desktop or mobile device."

Chad Grahek,
Director, Grahek Technology



ABOUT EVERGREEN MANAGEMENT SERVICES

Evergreen Management Services Inc. is a property management company based in the U.S. The company works across six+ remote locations, with a single central office. The company was established in 2002 and specializes in running housing programs. Evergreen Management Services also provides liaison services between government entities and tenants. The company employs maintenance specialists who need to travel to the housing programs and the six remote sites, as well as financial staff who deal with complex budgeting and funding.



ABOUT GRAHEK TECHNOLOGY

Grahek Technology has over a decade of experience of delivering managed technology services. The company focuses on offering exceptional customer experiences through best-of-breed, practical solutions. Grahek Technology are specialists in communication technologies and cloud systems. The company mantra is that "Business relationships are like friendships. They require trust, communication, and an exchange of knowledge."

Executive Summary

Grahek Technology is a dedicated managed services company that specializes in deploying cloud-based communications and printing technologies. This focus makes them a perfect fit to implement the Printix cloud print management solution. In this project, Grahek Technology deployed Printix at Evergreen Management Services ("EMS").

EMS works with government projects. Part of their business process requires the printout of checks. These print jobs must be done securely and are often initiated from the central office to the remote locations for ease of payment. The older print management system used by EMS, required the use of a Virtual Private network (VPN), users needing to access the print server via the VPN to create a print job. This method presented issues in terms of speed, requiring

more user steps, and being less intuitive for general users.

Evergreen Management Services wanted to make printing smoother, easier for users, and remote user-friendly. To achieve this, EMS asked their trusted managed service provider, Grahek Technology, for help. The result was the deployment of Printix for cloud-managed printing.

The smooth move to remote printing with Grahek Technology and Printix

Evergreen Management Services is a property management service company. Working in a fast-moving competitive space, means that access to the best technology is a must. Speed and accessibility across the six remote sites presented issues for users. The company faced problems, in particular, printing checks remotely. Each of the six remote sites had this remote printing of checks requirement but this proved labor intensive, slow, and cumbersome. Using the older system involved multiple steps to print: The print process began with the use of remote desktop to access another user's computer situated at the printer location. Users had to coordinate print jobs and ask members of staff to help out loading the printer with checks. The result was that during this process the user with the remote desktop could not work. Productivity was severely impacted and allowed the remote user to see accounting information they may not be privy to.

"There was a need for accounting and the traveling worker to be able to print to remote sites – Printix fixed this need"

Chad Grahek,
Director, Grahek Technology

Grahek Technology provided EMS with the Printix cloud print management solution to ensure remote printing was made easy. The transition from a legacy system to Printix was seamless, smooth, and fast.

Grahek Technology's expertise in providing managed services along with its focus on cloud-based print management, meant that Evergreen Management Services received the best-of-breed solution for their needs.

Remote print management at your fingertips

Evergreen Management Services employees travel and work across many remote sites. One of the biggest hurdles that the old technology presented was the management of multiple printers and print drivers that were installed to user desktops and laptops.

"Before, at Evergreen Management Services, printing was complicated and time-consuming. Now, Printix allows users to print directly from their own desktop. And, Printix management is very easy."

Chad Grahek,
Director, Grahek Technology

Ensuring all drivers were up to date was a challenge. This posed security and usability issues: Print drivers can be out of date; software can work differently across driver types; and, the management of print drivers meant that it was difficult to ensure the correct version was installed. Printix completely removed this issue. Printer drivers are always up to date. Printix also facilitates automatic detection of printers on any computer connected to Printix, making the addition of new printers, seamless.

Goodbye VPN: Remove dependent technologies

The addition of technology layers adds complexity to licensing, usability, security, and management. Being able to remove non-essential software is always a great choice to offer. The use of Printix at Evergreen Management Services helped enable Grahek Technology to remove the need for a VPN altogether.

"Grahek Technology was able to provide an easy, VPN-free way, to print across remote sites from any computer"

Chad Grahek,
Director, Grahek Technology

Printing, made easy...

Whether remote or on-the-go, printing needs to be secure, easy to manage, and easy to use. Printix and Grahek Technology made this possible across all remote sites at Evergreen Management Services.

The company used several of the Printix features including:

"**Printix for Chrome OS**" is used by EMS on Chromebooks that employees use during maintenance visits. Maintenance can now quickly print off documents at any site they go to. Additionally maintenance can send print jobs to other sites no matter where they are.

The "**Printix Kiosk**" feature is used for some local accounts and is especially useful for shared workstations, the feature being described as "slick".

“Printix Mobile” is used by staffers who travel. It allows the ability to print to printers while on the go for quick access to necessary documents. From Androids to ipads its versatility increases efficiency.

Grahek Technology used Printix to provide dedicated printers at different sites that can now be used remotely or when employees move between sites.

Chad Grahek told Printix that “users really love the fact the printer names stay the same, but if they do need to change a printer name, it can be done in-a-click; this is unlike Active Directory which uses a more convoluted process to change printer names.”

Printix is a mature cloud-enabled print management solution, in production across multiple international clients. Printix, however, understands that local managed service providers are often preferred by customers. To this end, Printix has several partnerships with expert MSPs, including the U.S. based Grahek Technology. Printix works closely with our partners to ensure that digital transformation projects go smoothly.

“Printix is very smooth to deploy and the employees at Evergreen Management Services love the easy way they can now print.”

Chad Grahek,
Director, Grahek Technology

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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