

The Arc of Camden County: How Printix Helped Move 'The Arc' into the Cloud

Success Story

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of Camden County

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Tungsten Printix and SwiftPuppy Technologies, digitally transform IT systems at the not-for-profit, The Arc of Camden County.



"The way users can sign in using the same account was an important aspect of choosing Printix. The smooth integration with products such as Microsoft 365, was the primary reason for choosing Printix."

Peter Fisher,
IT Director, SwiftPuppy Technologies



ABOUT ARC OF CAMDEN COUNTY

The Arc of Camden County, founded in 1947, is a not-for-profit that works with disabled individuals to coordinate services to enrich lives. The group has several remote sites, including a training center and several residential program bases. One of the key strategic themes in the Arc of Camden County's forthcoming plans is "How do we best use technology to improve internal operations?"



ABOUT SWIFTPUPPY TECHNOLOGIES

SwiftPuppy are a managed service provider based in New Jersey, USA. The company mantra is to "DELIVER the most impactful technology solutions, to EMPOWER your workforce to accomplish more." SwiftPuppy are experts in delivering effective, seamless, digital transformation through cloud solutions. They have a strong focus on security, a vital part of ensuring business continuity during the digitization of business processes. SwiftPuppy also offer expertise in Microsoft 365 and other cloud-based products.

Executive Summary

SwiftPuppy Technologies act as a U.S. based reseller of the Printix cloud print management solution. Together, SwiftPuppy and Printix, helped transform legacy printing systems at The Arc of Camden County ("The Arc").

SwiftPuppy's role in the deployment at The Arc of Camden County, was as a highly experienced Managed Service Provider (MSP), able to take the Printix cloud-based print service and deploy the solution as part of an overall IT infrastructure upgrade.

SwiftPuppy offer organizations a suite of managed services providing a pathway to upgrade older technology as part of a digital transformation project. This includes the ability to replace legacy print services that are hindered by on-premise setup, with a modern cloud-based, print service from Printix.

As such, SwiftPuppy was able to bundle Printix into its general offering as part of a wider migration project to remove on-premise servers.

Making remote life at The Arc easier with cloud print management

The Arc of Camden County is a not-for-profit, carrying out vital work for disabled persons. This

means that they cannot afford technology issues or downtime. The group has a mix of commercial offices, training centers, and homes offering 24/7 supervision. Fast, accessible, and reliable access to online services is crucial to clients and employees alike.

SwiftPuppy provided "The Arc" with a seamless transition from legacy systems to a modern, cloud-based, secure IT infrastructure with cloud printing as default. The digital transformation focused on the removal of local domain controllers, with users moving over to Microsoft 365.

SwiftPuppy's deep expertise in streamlining digital transformation projects meant that they could effectively ensure The Arc of Camden County received the best-fit products for their needs.

SwiftPuppy engaged Printix with The Arc project to ensure a smooth digital transformation of printing needs.

"Printix part of larger digital transformation project, but the Printix portion never held us back"

Before the upgrade to a modern cloud infrastructure, “The Arc” depended on legacy systems. The Arc users employed shared files, email, etc. and all were tied to the old infrastructure. This made any remote site working complicated: Anyone working at a remote site had to connect via a remote desktop to a server to access documents and to start print jobs. To ensure that The Arc could make use of the benefits of cloud printing for the headquarters, remote offices, and training centers, SwiftPuppy provided the Printix solution as the cloud replacement for the local print server.

Remote print management out-of-the-box

As mentioned, The Arc of Camden County works across many remote sites. But employees and others often travel between these sites too, using laptops to work from. One of the biggest hurdles that the old technology presented was that multiple printers had to be installed on each laptop. When this legacy print system was replaced by Printix cloud print management

this was no longer a problem. Printix facilitated automatic detection of printers on any laptop connected to Printix.

Printix deployment, simple, fast, and smooth

One of the most important aspects of digital transformation is ensuring a smooth handover between systems, apps, and services for the end user. The Arc wanted to replace its on-premise infrastructure with Microsoft 365 – a major feature of the digital transformation project. Printix proved a perfect fit offering using deep integration with Microsoft 365.

Deployment itself was fast and seamless, SwiftPuppy was able to use the Printix in-built integration with Microsoft Intune to ensure smooth rollout. SwiftPuppy being able to group a large number of computers allowing a fast and smooth rollout.

Kiosk-Mode and Anonymous Printing

The Arc of Camden County also opted to use the Kiosk feature in Printix. This is designed for use when a single computer is used by multiple end-users. Adding Kiosk support has allowed The Arc employees to use the Printix client on a delegated shared computer. The new Printix feature also facilitates anonymous printing; employees do not need to log-in to create a print job.

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 SwiftPuppy Technologies. Printix works closely with our partners to ensure that digital transformation projects go smoothly.

“Printix was great as it provided a seamless plug in and allowed laptop users to see all possible printers.”

“Users didn’t even notice the rollout of Printix – this is the best compliment for the system we can think of”

Frank Feola,
IT Systems Administrator SwiftPuppy Technologies

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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