



Case Study A Global Defense Contractor

A global provider of advanced space-based technology systems for national defense, civil and commercial organizations, employs a workforce of more than 30,000 in its US operations. The organization deals with large volumes of confidential information which includes research and development data across all its campuses.

The challenge

After a thorough assessment of printing processes and the printer fleet, the division vice-president of IT recognized printing as a significant drain on staff productivity and a potential security threat. Employees were collaborating with customers and outside vendors across multiple locations, and print jobs were frequently left unsecure and required costly secure document removal services. In addition, using print and scan services was frustrating for employees and not controlled or audited.

The solution

After a comprehensive security evaluation, the organization selected FollowMe as the preferred choice to run with the existing fleet of printers and multifunction printers (MFPs).

The initial rollout included 450 MFPs and all device activities were monitored and tracked on a per user and basis, a gap previously identified during the assessment. The help desk was also able to standardize on an improved service level to manage network printing for staff, contractors and guests.

FollowMe maintained the privacy of documents by requiring employees to authenticate with their ID badge at any print device to access print, copy and scan services. To reduce the IT support burden, the IT team managed the solution from a centralized management platform and automated processes for user and fleet administration.

"We are impressed by the impact on staff and help desk productivity. We have incorporated FollowMe into our layered IT security strategy and will continue the rollout across additional sites"

Vice-president of IT
Global divisions

Key benefits

- Transformed productivity for mobile workforce
- 30,000 staff and guests print anywhere onsite
- Eliminated risks of print related security breaches
- Reduced IT support and network complexity
- Ongoing 10 - 15% reduction of unnecessary print

Outcome

Immediately shared network MFPs offered a confidential printing process for each staff member to protect sensitive documents using their existing company ID badge.

Temporary contract workers and guests were able to print by using an automated guest printing service. In addition, end-to end data encryption minimized the threat of potential data breaches while documents were in transit or at rest on the network.

FollowMe coverage has been extended across multiple divisions and users can securely release their print jobs from more than 2,000 MFPs across various campuses.

Additionally the secure printing features support mobile printing from smart phones and tablet devices, enabling employees to print using mobile technologies on campus. Unnecessary printing has seen a consistent reduction from 10% -15% per month, resulting in lower printing and document handling service costs across the organization.



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