hollandHOUSE
member of the Solipsis group

DOCUMENT MANAGEMENT

Dear customer,

This newsletter informs you about the latest developments with regard to the best output and print management systems known as UniSpool and PrinTaurus.

There's no way around paper

Although the paperless office has been predicted for decades, it is still far from becoming a reality. Companies are nevertheless gradually reducing their paper consumption, as a representative survey shows.

Paper still plays an important role in everyday office life at a lot of companies, whether as an invoice, a time sheet or a material slip. This was the conclusion reached in a representative survey of 504 companies with 100 or more employees, conducted by market researchers from Bitkom Research on behalf of the digital association Bitkom. According to the findings, three quarters of the companies continue to transact at least half of their business processes on the basis of paper documents, with almost one in five companies still doing everything on paper. All the same, 38% of the companies now print less than a year ago; however, 18% said that they are currently printing even more than before.

There is nevertheless a will to digitise: 56% of respondents say they want to replace their traditional paper mail with digital communication, and 46% of companies have already digitised at least some of their newer paper files; yet only around 8% of the companies managed to do so for all their files.

Road map and strategic platform migration

In this newsletter we will give you an impression of the road map to be followed by our developers. This road map represents the wishes and functional desires of our customers.

What we see more and more is that many of our customers are replacing their current Unix platform with the Linux platform. More about this later, in the Pepsico article.

I wish you a lot of pleasure reading this newsletter, good health and lots of (business) success.

Kind regards,

Holland House b.v.

Goossen de Bruin
Managing Director Solipsis group

UNISPOOL IN COMBINATION WITH DOCBRIDGE MILL PLUS AT PHILIPS

A company like Philips needs to leverage its legacy ICT infrastructure and processes regardless of type, format, content and source, so they can be output over all physical and digital channels.

Why DocBridge Mill Plus?

In light of the growing numbers of channels and media, companies like Philips must address this central question of customer communication. The challenge is to lay a foundation for document processing that is independent of page format and device – beyond the confines of the physical page size, display size and limited access for those with disabilities. This challenge is met with DocBridge Mill Plus.

Every format, every channel

DocBridge Mill Plus is fully inte-grated with UniSpool and PrinTaurus and provides the needed support because it enables companies like Philips, with high document volumes, to harmonise the plethora of input and output documents and channels, and prepare documents appropriately for the recipient.

UniSpool and DocBridge Mill Plus thus bridges the gap between the old and modern customer communication, and a sophisticated output and print management solution.

Holland House

Holland House is a partner as a leading system integrator, independent software vendor and solution reseller worldwide. We deliver and support unparalleled resources for output and print management systems focused on the needs that companies face in today's competitive business climate.

By teaming with Compart we are able to provide our joint customers with targeted solutions that combine our partner's domain expertise with the capabilities of the UniSpool product suite.

PHILIPS

With UniSpool and DocBridge Mill Plus you can:

- analyse, classify, index, modify and convert any document regardless of format, type or content, for all electronic and physical output channels;
- extract and generate metadata as a basis for automatic post-processing (e.g. XMP);
- change the page order within a document (e.g. from 'first to last' and vice versa);
- add barcodes and OMR codes for conversion;
- easily integrate into ICT structures and established workflows;
- use ICC profiles for correct colour rendition during printing;
- change simplex to duplex printing and vice versa according to the hardware parameters;
- use all data formats (AFP, PDF, HTML, PCL, XML, XSL-FO etc.);
- automatically generate valid barrier-free PDF/UA files.

For more information please send us an email: info@hollandhouse.com. We are happy to help you further with any questions.

UNISPOOL THE MOVIE

UniSpool, a product that we are proud of. A product that has been integrated for many years in the business operations of renowned companies worldwide. To visualize all the benefits of UniSpool and Printaurs, we have summarized this in a film. After all, images say more than words.

Watch the film on hollandhouse.com/movie or scan the QR-code.

STRATEGIC PLATFORM MIGRATION

Ready to migrate away from Unix on to a strategic, open and long-term platform? Migration to Linux® can save thousands in lower administrative, licensing and hardware costs. It's secure, reliable and efficient. These were the reasons that our loyal customer Pepsico decided to migrate UniSpool from Unix to a Red Hat Linux platform.

PEPSICO

Holland House organised some Webex sessions with Pepsico to go through the concerns they had. In the end all questions were answered and there were no doubts anymore, or obstacles to continue with this project.

The next step was the proof of concept. UniSpool was installed quickly and without any problem on the Red Hat environment and the test could start. There were no open issues left after the proof of concept. The live/production phase followed soon after the testing period and was needed to complete the migration.

The conclusion is that UniSpool is working the same on a Linux platform as it is on a Unix platform. There is no difference in the functionality or performance of UniSpool. Besides that, it saves Pepsico, and you as a customer, a lot of money in administrative, licensing and hardware costs.

For more information please send us an email (goossen.de.bruin@hollandhouse.com). We are happy to help you further with any questions you have regarding the migration to Linux.

TIRED OF THE GDPR?

Are you tired of the GDPR? Being given that stream of emails from companies you've ever had contact with, such as web shops that inform you about their new privacy statement, or requests to respond if you still want to hear from them in the future? The various national privacy supervisors made a lot of noise and gave interviews telling the world they would act severely after May 25th and that even sports clubs and schools would not escape their attention.

Y2000

The world continued to turn on May 25th. The national privacy supervisors were not knocking at the doors. No fines of hundreds of millions of euros. Actually, it was very quiet. Some made a comparison with the Millennium bug in 2000; a lot of publicity in advance about what could go wrong – aeroplane crashes, power outages and chaos at the banks.

On 1 January 2000, however, there was virtually no problem. We know at first hand that a lot of work was done behind the scenes to ensure that no problems occurred; the errors in software were real and they really would have caused a lot of problems.

Of course, it is important that personally identifiable information is better protected and that the person in question has more control over the use of that data. We all benefit from that.

Information security and privacy

The GDPR contains a few lines which state that the integrity and confidentiality of (personal) information must be guaranteed. In other words, companies must pay attention to information security. Not only privacy benefits from that. Better information security ensures safer products and software, which are more stable, contain fewer errors and are less vulnerable to abuse and (cyber) attacks. This is

partly because companies have to organise themselves better with more policies, supervision and controls. Information security has full attention within the entire Solipsis group and is taken very seriously. The measures required for information security and privacy ensure that the quality of our products and services improves.

In short: the GDPR not only gives us all the insight where our data is used and stored but gives us more control over it, and also provides even safer and more reliable companies and software. That large flow of emails in May? A small price to pay...

HOLLAND HOUSE OPTIMIZES (REMOTE) PRINT MANAGEMENT FOR SAP®

PrinTaurus® for SAP® is a sophisticated and effective solution for print management in SAP® environments. We take charge of your print management tasks in the SAP® application, delivering maximum comfort and reliability.

At last you can now actively receive information about where your print jobs are, and you can manage your printer configurations and print servers with one single action and without any extra, time-consuming training.

The reason for using the SAP® module

- Knowing who did configure this printer?
- Why can't I get a test print easily out of SAP?
- Is the SAP output device compatible with the printer queue at the host spool system (print server)?
- Is the host spool system (print server) online at all?
- Where is my printout – was the print job processed at all?
- Why is the output device still available on the SAP systems while the physical printer was disposed long ago?

The great benefits of the SAP® module

- Precise status reports on your print jobs and printers within the SAP® application.
- Easy and fast configuration of output devices for SAP® applications in PrinTaurus.
- Improved security (IPPS) with dedicated assignment of user permissions in the SAP® application and UniSpool.

- Synchronization of the SAP® output devices and the corresponding queues on the host spool system.
- Synchronization of the output devices between all SAP instances.
- Maximum protection for your confidential documents with print job encryption.
- Less traffic for LAN/WAN networks with compressed print jobs; outsourcing the print management to UniSpool reduces the load on SAP® software CPU's.
- Standardized printer configuration in all SAP® applications.
- Full integration for SAP® printing.
- Verified print routes with a perfectly organized printing environment.
- Convenient and automatic installation of printer drivers in networks.
- On-site installation in record time with minimum intrusion.

The conclusion

Simple system management and administration → Effective → Enhanced productivity → Considerable savings of management/administration efforts and costs!

Interested in a demonstration? Please send us an email (info@hollandhouse.com). We are happy to help you further with any questions you have got regarding the SAP integration.
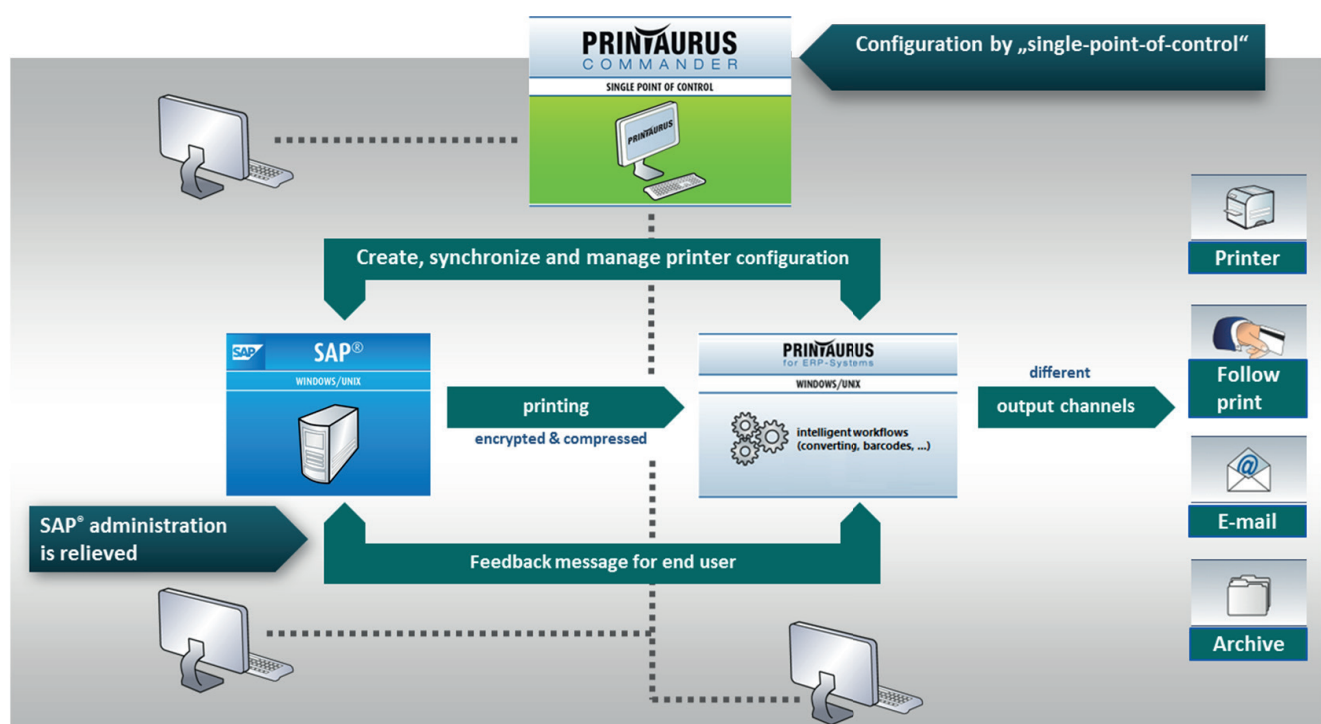
A future goal for UniSpool is to transform it into a full-blown automated document process management (ADPM) system.

The biggest challenge for this transformation is the shift of the focal point of UniSpool from a device-oriented product to document-driven architecture. In the current versions of UniSpool, the device is the most important entity. Request are printed to a device, at which time the filter is executed, control procedures are added to a device and executed for every print request processed by the device. The approach in an automated document management process would be different; actions are based on the attributes and possibly the contents of the print requests.

As an example: a SAP production, integration and development system send their output to UniSpool. On reports printed from the integration – and development systems – a watermark saying 'Test Print' should be printed. Some of the reports contain embedded barcode printing commands. To make these barcodes printer independent, a special barcode package is used to convert the barcode into a device-independent bitmap, which can be printed on any PCL printer.

The process

In the ADPM scenario the processing would become this: when the file arrives in UniSpool it is first determined which processing steps must be taken, by an analyser module. This module will set up a workflow for each individual print request, identifying which steps must be taken to successfully process the request. In the example above the analyser would detect from which SAP instance the request was submitted by looking at the print file attributes, one of which contains information on the SAP system where the request is created, or at the IP address of the sending server to determine which SAP system sent the request. Furthermore, it would be established during the analysis phase that a barcode must be expanded.

The Holland House developers team, from left to right: Johan Harmsen, André Bout, Jos Broeren and Rob Eisink.

Workflow

The workflow component invokes the appropriate actions, determined by the analyser. So, requests coming from the integration – or development environment – will first pass through the filter component to add the 'Test print' watermark. The workflow for requests coming from the production environment will not include processing by the filter component, so the watermark will not be added for these requests. During the analysis phase, the print data is scanned for specific strings defining a barcode. If such a string is encountered, the workflow includes execution of the barcode expansion module. Thus, during the execution of the workflow the barcode expansion component is only triggered if the print request data contains barcode information. This avoids the overhead of invoking the barcode module for each request, also requests that do not require barcode expansion, saving valuable cpu cycles.

The delivery

The final part of the workflow is the delivery of the print request data to the printer, the traditional functionality of UniSpool. An ADPM system requires multichannel delivery, delivery to different destinations, (like a PDF attached to an email), a fax, a document on a webserver or an archive system. These are challenges that must be addressed in the UniSpool ADPM, especially the delivery destination information (to which email address a message should be sent) which needs careful consideration, because information from a business system being redefined in UniSpool must be avoided. This may require interfaces into business applications to retrieve this type of information.

Various functionalities

Other key elements of an ADPM system are centralised configuration and management, as is currently done with the PrinTaurus modules, but extended to new parts of the system. Monitoring and control: the system must know the status of each request at every moment during its lifecycle, and be able to report this status. Historical data about print requests, status of devices and performance of the system must also be collected, and accessible for report purposes. Security: any form of unauthorised access to the classified output must be prevented during the processing as well as in the delivery process.

The goal – a full-blown ADPM system – is very ambitious, so this project will be broken up into multiple smaller steps to achieve the final goal.   »

» UniSpool 6.40

As a first step towards an automated document process manager solution the development of a UniSpool monitoring module is initiated. This module will be used to get configuration information from physical printers like the type of printer, information that can be used to determine if data sent to the printer is in the correct format. For example if the printer reports that it is a Zebra label printer, this information can be used to prevent sending a flat text file, that cannot be printed to a Zebra, to the printer. The module will also retrieve printer status information, so if the printer is out of paper, has a paper jam or is low on toner, this information is returned to UniSpool and is used to improve the UniSpool status reporting.

Monitoring

The monitoring module makes a distinction between printers, the physical appliances and devices, and the representation of the printer in UniSpool. This is done because the physical status of the printer is the same for all instances of UniSpool, but the connection status from UniSpool to the printers may be different on different UniSpool servers. The simplest example of this is when a UniSpool device is busy (currently printing a request) on one server, while on other servers the state of the same device is resting (currently there is nothing to print). But it can also be that a device on one server is able to print to a particular printer, but the same device on another server is not, because a firewall is blocking the access from that particular server to the printer.

The monitoring system includes the opportunity to automatically recover UniSpool devices that are currently unable to print. This feature is meant to replace the recover scripts that are running at some customer sites. The recovery system will be rule-based, where specific rules can be attached to specific devices. The rules describe a situation; for example, if the device is in state 'Waiting' for more than 30 minutes a set of actions is activated, for example send a notification email, raise an alarm or automatically restart the device in UniSpool. The rules are periodically checked and if the condition is met the corresponding action or actions are executed.

The monitoring system will also consolidate all print request information. Print request information, including live requests, requests that are not yet printed, and already printed requests as they are found in the UniSpool activity logging, are uploaded to the monitor centre. By accessing the information contained in the monitoring centre the current status of a request becomes immediately clear. The idea behind this monitoring centre is that if a user calls the helpdesk asking why their request with SAP ID x is not yet printed, the operator can immediately see the status of the print requests in one location, without having to look at different servers in the current print request list and/or the UniSpool logging to find that particular print request.

DIGITAL TRANSFORMATION AND PRIVACY SORTED WITH INTRAOFFICE

Digital communication with employees, clients and suppliers is the new standard and paper is disappearing.

To achieve this digital transformation fast, IntraData offers easily implemented modules (IntraOffice) for Document Creation, Digital Signature, Archiving and Data Capture. The modules are all delivered as SaaS service, which gives direct access to the functionality and you have no further concerns regarding the ICT. You sort out the functionality, we sort out the development, availability, support and continuity. Based on a pay-per-use, you only pay for what you actually use!

Krabbl for digital signature

For digital signing, IntraData recently launched the new Krabbl service, a supplementary service which allows digital documents to be signed, 100% paperfree. The Krabbl service has been specially developed for small and medium sized enterprises. Via the online Krabbl delivery portal documents can easily be uploaded and sent. As soon as all the signatures have been placed, the sender and the signee(s) receive the signed documents digitally. After uploading the documents via the Krabbl delivery portal, the email address and the 06 number of the recipient are entered. Click on send and Krabbl does the rest. Fast, paperfree, safe, any time, any place.

Suitable for all branches

Krabbl is suitable for anyone who sends documents which need to be signed. Branches which frequently use this include HR, the flex and job agency sector and the housing market.

Krabbl

IntraData (part of the Solipsisgroep) launched the document solution IntraOffice in 1996. IntraData is one of the founders of the solution for digitised archive management with support for bulk computer output. IntraOffice is used daily by over 45,000 companies, is operational in 7 countries and available in 7 languages.
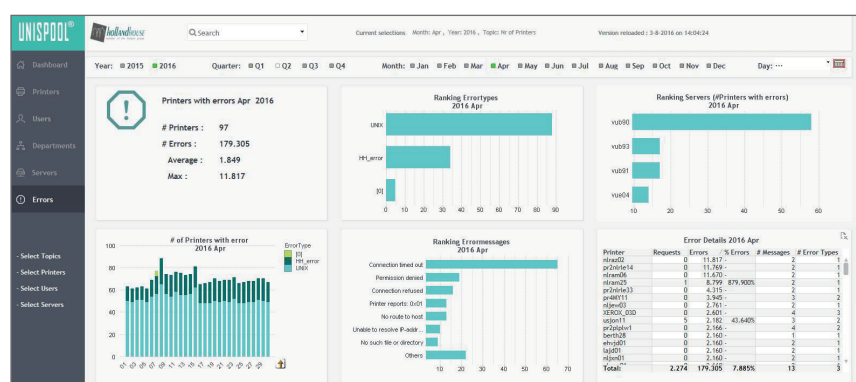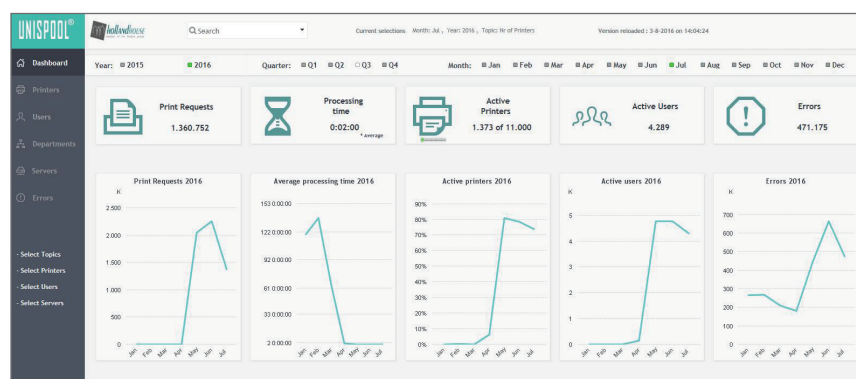
UNISPOOL MANAGEMENT INFORMATION TOOL WITH QLIK

Output and print management are cryptic issues for management. In the idea, that with the applications in use and printers in place everyone can get his prints (reports, orders, analytics etc.). But the standard solutions cost hidden money that can be saved.

It is not a well-known fact that specialized output and print solutions (like UniSpool and PrinTaurus) can save appr. 5 % of companies (output and print management) budgets. Several consultancy firms estimate that output and print management costs are appr. 1-3 % of the turnover! Besides that using specific output and print management solutions leads to a better business continuity and this fact extends the saving percentage even to a much more higher level. So, there is a lot of money at stake!

Management information for UniSpool with Qlik

The BI solution Qlik for UniSpool gives you insight information of your output and printing processes and simplifies the way you can report about that. Information such as the number of print jobs, the printers in use and their occupation, the number of users and/or the number of errors is quickly reported in a user friendly way. By using dashboards, which present the desired information very clear. The showed information may lead to a different usage of applications and printers, what does not only leads to direct savings but also may lead to an improved business continuity. The dashboards can complement UniSpool software and can be arranged for you by Holland House. Please call for more information Mr. G. de Bruin at t: +31 418 67 30 00 or email: goossen.de.bruin@hollandhouse.com.

The dashboards provide insight information directly.

UniSpool
Output & print management

- recomposing
- distribution
- load balancing
- printing
- archive
- management information

UniSpool, quickly reported in user friendly dashboards

The product sheet focuses on extensive UniSpool information. We are able to provide a BI solution in your UniSpool environment. In other words; UniSpool users and managers can for instance do several own selections in the print data management solution. Easy does it.

Qlik Analytics Platform

Qlik is a world leader in visual analytics. Its portfolio of products meet customers' growing needs for reporting and self-service visual analysis to guided, embedded and custom analytics. Approximately 35,000 customers rely on Qlik solutions to gain meaning out of information from varied sources, exploring the hidden relationships within data that lead to insights that ignite good ideas. Qlik has offices around the world with more than 2,000 partners covering more than 100 countries. Holland House (Solipsis) is one of them.

Holland House

Holland House is a subsidiary of the Solipsis group and has been specialized in the development and implementation the output and print management system UniSpool since 1984. If you would like to know more about us and how our services could benefit you, please visit us at www.hollandhouse.com, or feel free to get in touch personally for further information.

MAY 2018, DSF '18 BOSTON

A holistic conference focused on creating and managing content, communications and strategies to support customer experiences. Holland House attended this conference and found out the following.

During the conference, three keynote speeches and 87 other presentations of various content were part of the programm. Amongst these, two showed how to use block chain technology for digital content/document management and two cases showed how to take care of the GDPR legislation. A total of 44 companies (of which five were world-leading document management companies) had a booth at the conference. The leading theme in many presentations was the customer communication management (CCM) philosophy and engagement. The customer is the central point of interest in a chain of communication connections. In this process a lot of data and content arise which again and again can lead to new customer communication – the so-called customer journey, which many companies would like to believe that customers will feel. The content and data could be structured and unstructured from data collections out of traffic in social media, ERP and CRM systems, web content systems, laptops, smartphones, IOT, etc. This means that a migration to a paperless office is a necessary condition, although you can imagine this will take time. Nevertheless, there is also still a lot of printing on paper in the world for which many applications are developed and alive.

Gartner.

As usual some well-known consultancy firms presented their keynote speech. Gartner presented the following vision.

We are at the beginning of a 'digital transformation to content and information'. Digital content is the central focal point for everything.
This focal point must be fed on the one hand by web content management, digital asset management, document management and collaboration services. On the other hand, content must be approachable by archiving, records management, auditing, business process management and imaging.
A very important aspect is that the organisation can work as a digital operation with strong workplace and collaboration facilities. This means it is an absolute necessity that all kinds of sources can be used to deliver content
and information, such as analytics, applications, voice, 'things', networks, teams, tasks interfaces, etc.
The organisation must be ready and take care of complete integration with minimal interaction and value creation by insights.
Recommendations are therefore:
- *envision a digital workplace*
- *build a content services strategy*
- *adopt a strategy that embraces content and data*
- *prioritise technologies that deliver insight through innovation and access amongst content sources*
- *empower employees to share information*

It was an interesting conference with inspiring information.

FACTS & FIGURES ABOUT DSF ATTENDEES

PRIMARY JOB RESPONSIBILITY
31% C-Level (CEO/CIO/CTO/COO/VP)
29% Manager/supervisor

COMPANY'S PRIMARY BUSINESS
21% insurance
20% financial
11% government (federal/state)
 8% commercial printing/service bureau
 7% manufacturing
 6% healthcare/medical/pharmacy

AREA OF RESPONSIBILITY
42% management/strategy
26% content/form
19% information management
13% delivery and inbound

AVERAGE MONTHLY DOCUMENT OUTBOUND (PRINT AND ELECTRONIC)
43% 1 million – 499 million
 5% 500 million – 999 million
 5% more than 3 billion
 3% 1 billion – 2.9 billion

AREAS OF INTEREST
51% customer communications mgt.
49% business process management
47% customer experience
42% enterprise content management
40% document design/composition
38% omni-channel delivery
35% document capture/imaging
32% information management
29% data/document security
25% marketing/personalisation
21% compliance/e-discovery
21% records management/disaster