



### Summary of Services:

60 Month Lease for workgroup, departmental and light production multifunction devices, scanning software, security software, custom printing rules, dedicated analyst support, monthly maintenance, proactive service management, all consumable supplies.

### The Challenge:

The agency was coming from a multiple-brand environment with a fleet that was mostly comprised of personal printers and copiers. There was no standardized procedure for ordering printer supplies or monitoring costs associated with the service and maintenance. The agency also lacked the security to prevent confidential information from being printed freely. CTI helped with the integration of Government-issued Personal Identity Verification (PIV) cards on the new devices. The only scanning solution that the customer used was Scan-to-Email, which only allowed to scan small documents (10MB or less). As a result, this slowed down the agency's email servers. The Agency was also in the process of moving into a new, modern facility.

### The Solution:

CTI replaced the inefficient personal printers and copiers from the various manufacturers with one brand. CTI placed one hundred and six (106) workgroup A4 MFDs, thirty-three (33) departmental A3 MFDs, and eight (8) light production models. Once all of the devices were delivered and installed on the network, CTI's Network Analyst setup Xerox Secure Print on the devices. This allowed users to send their print jobs to the MFD of their choice and release the job at the MFD once they authenticated using the PIV card at the device. Another feature that CTI added was rule based printing, allowing the customer to determine who should be permitted to print certain jobs from a select number of devices. Next, the agency brought up the goal of eventually integrating the devices with PIV cards with a capability called "Follow-me printing", in which all users can print to a single queue (versus choosing a specific device) and release that print job at any device in the entire facility. This capability was deployed using Enterprise Pull Print software.

### National Institutes of Health (NIH)

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Period of performance	03/01/2014 to 2/28/2019
Place of performance:	Maryland
Contract Total:	\$2M to \$4M

For document scanning, CTI solutions enabled users to utilize more robust scanning capabilities; having done away with Scan-to-Email due to the tremendous inconvenience it caused the agency in the past. With the CTI solution, users could now authenticate at the MFD using their PIV card and instantly gain access to their Home folder, located on their PCs. Users could scan directly to their home drive (H: drive) quickly and securely, In addition to scanning directly to one's Home folder, users could scan directly to the record management platform personal space on a LiveLink repository, this direct connection with the document and records management platform brought convenience to users and simplicity for information backup operators.

CTI also helped the agency to take huge steps in their vulnerability reduction. The first thing that CTI did was to scan all of the devices looking specifically for security vulnerabilities. Once those issues were identified CTI provided patches for them. CTI also took great care in the hardening of the devices, and we continuously monitor the devices from a remote location to ensure that everything is working properly. Another method employed to reduce security risk was to put the devices on a different network (a VLAN network). Essentially creating a one-way flow of information from the PCs to the copiers/printers.

CTI also installed CentreWare Web to monitor usage on all machines. CentreWare was configured to track and generate reports on usage per device, it send out alerts when the machine needs service or when paper or toner is low and automatically order new toner without user intervention. Alerts are sent to the agency Help Desk when it is a low level trouble call, such as a paper jam. If the service alert is related to an error code or a non-user-replaceable part or consumable, the alert is sent to CTI's Service Department. Any low level trouble calls that are not dismissed by the agency's Help Desk within 5 days are also automatically routed to CTI.

One important challenge that came up during the Phase-In period was that the new Xerox devices were not compatible with the specific NetApp storage cross-domain configuration. CTI reached out to the manufacturer to correct this problem, which resulted in Xerox developing a firmware patch called SPAR (System Problem Action Request) that allowed the MFDs authentication to work with the storage streamlining the scanning to home folder. Since then all Xerox MFDs now come standard with the new SPAR patch, thanks to CTI's intervention.

## Results:

The Agency is now able to perform robust, secure scanning capabilities. Streamlining the fleet to a single manufacturer allows for toners and parts to be properly stocked and interchangeably used among all the MFDs. CentreWare Web now provides proactive alerts and usage monitoring to reduce downtime and to automatically provide accurate meter reads to CTI, which removes the burden of submitting meter reads from the end users and also helps CTI with invoicing. The targeted alerts also reduced the amount of alerts that are sent out, but because they are targeted, the alert system is more effective. The use of the protected VLAN network assuaged the security fears of network administrators. The implementation of the rule based printing has saved the customer substantially by reminding the end users the most efficient ways to print their documents. Automatic usage monitoring also helps CTI suggest rightsizing or machine relocations if a particular device is experiencing usage levels that supersede or underutilize its capabilities.