

CASE STUDY

Global Pharmaceutical Company

LRS helps multinational pharmaceutical leader migrate their global workplace printing environment to the Cloud



With a heritage dating to the late 18th century, this well-known leader in the pharmaceutical industry has a global presence in more than 70 countries across six continents. The company is the largest pharmaceutical company in Asia and among the top 10 in the world, with annual revenues exceeding \$30 Billion. Their research and development efforts are focused on the fields of oncology, neuroscience, gastroenterology, and rare diseases, along with work on plasma-derived therapies and vaccines.

To support the computing needs of their employees, manufacturing/distribution, and other business units around the world, the company had established three large regional data centers. Over time, they had delegated much of the responsibility for managing these data centers to a global IT outsourcing firm. Among the many IT tasks assigned to the outsourcer's team was the management and support of the systems employees used every day to securely print the documents needed to do their jobs.

For a variety of reasons, the pharmaceutical company decided to retake control of their IT operations and migrate their computing systems to a Cloud-based architecture based on the Amazon Web Services® (AWS) platform.

However, the print infrastructure used by the outsourcer was a complex and disparate combination of software solutions running on more than 130 servers around the world. In addition to being costly to manage and maintain, this environment was not able to be migrated to a Cloud environment in its current form. This was not only in conflict with the pharmaceutical company's strategic IT direction, it was costing the organization millions per year to maintain the redundant servers and the software running on them.

Output management experts from LRS approached the customer's IT team with a proven, scalable output management offering to support three distinct user print scenarios:

- Ad-hoc printing by employee end-users
- Secure pull printing of sensitive documents to remote devices
- Simple guest printing for users not defined on the corporate network

VPSX/DirectPrint® software provides reliable document delivery of ad-hoc user print requests. Print jobs are delivered directly from a user desktop to any output device, eliminating the need for print servers. The solution minimizes network traffic and automates print driver management for a simple yet reliable user experience.

To facilitate secure delivery of sensitive output to printers and MFPs, LRS provided the proven MFPsecure/Print solution, which holds print jobs in a secure output queue until authorized users authenticate at a remote output device.

AT A GLANCE

The Company

The customer is a multinational pharmaceutical company with more than 49,000 employees and \$30 Billion in annual revenues.

The Industry

Pharmaceutical

The Requirements

Consolidate three existing server-based print solutions to a single Cloud based solution.

The Solution

- VPSX/DirectPrint
- LRS Mobile Connector
- MFP/SecurePrint

The Benefit

Eliminate redundant print solutions and 130 print servers to facilitate migration to a Cloud-based IT infrastructure and save more than \$4 Million annually. Support future print needs such as output from SAP, Veeva, and other critical applications.



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The solutions proposed by the LRS team are widely implemented in customer environments around the world. They are also able to run on the AWS® platform, enabling this customer to seamlessly transition to a Cloud based IT infrastructure in keeping with their strategic plans.

While the LRS® software offered many benefits on its own, just as important was LRS's ability and willingness to help manage the customer's migration to the new environment. The combination of LRS output management solutions and expertise helped to ensure a successful project.

BUSINESS BENEFITS

Elimination of 130 print servers and ability to migrate output solution to AWS platform; saves millions of dollars per year and enables seamless movement toward a Cloud-based computing environment.

Robust encryption of document data both at rest and while it is in motion across the corporate network. Provides maximum protection for sensitive document-based information to safeguard business data and valuable intellectual property.

Seamless, universal document access for employees; users simply tap their access badge on the MFP to initiate printing of all documents in their personal queue.

Simplified IT operations: the new solution simplifies management of the print environment and components as compared to the previous complex infrastructure.

KEY DELIVERABLES

Secure pull printing environment that safeguards document contents until an authorized end user successfully authenticates at the output device.

Intuitive user interface that enables employees to perform basic print management tasks without involving IT staff and provides guest access for convenience print.

Scalable print management environment that can handle dramatically increased document volumes without the need for additional servers or specialty hardware.

Vendor- and platform-agnostic central point of control for managing print.

AT A GLANCE

Why Change?

The customer wanted to shift responsibility for workplace printing away from their existing IT integrator and migrate their systems to the Cloud.

Why Now?

Their existing pull print and workplace printing solutions required more than a hundred costly print servers and were not able to run in a Cloud environment. They also lacked a solution that would meet their future print needs from SAP, Veeva, and other backend applications.

Why LRS?

LRS offered a scalable user print and pull printing solution able to run in the company's preferred Amazon Web Services Cloud platform.

Working with LRS output management experts, the company devised a plan to consolidate three existing printing systems to a single Cloud-based LRS solution. By eliminating the need for more than 130 print servers, the team projects savings of over \$4 Million per annum.

Learn how LRS solutions can aid in Cloud migration and save you money.

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