

CASE STUDY

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# UniPrint Relieves VON Canada's Printing Pain



CANADA

uniprint 

# The Client

Founded in 1897, VON (Victorian Order of Nurses) is Canada's largest national, not-for-profit charitable home and community care organization, offering a wide range of community-based health care solutions.

Caring for all ages and stages of life, VON Canada has a network of more than 50 sites delivering programs and services in 1,300 communities from coast to coast, through an army of almost 16,000 staff and volunteers.

# The Challenge

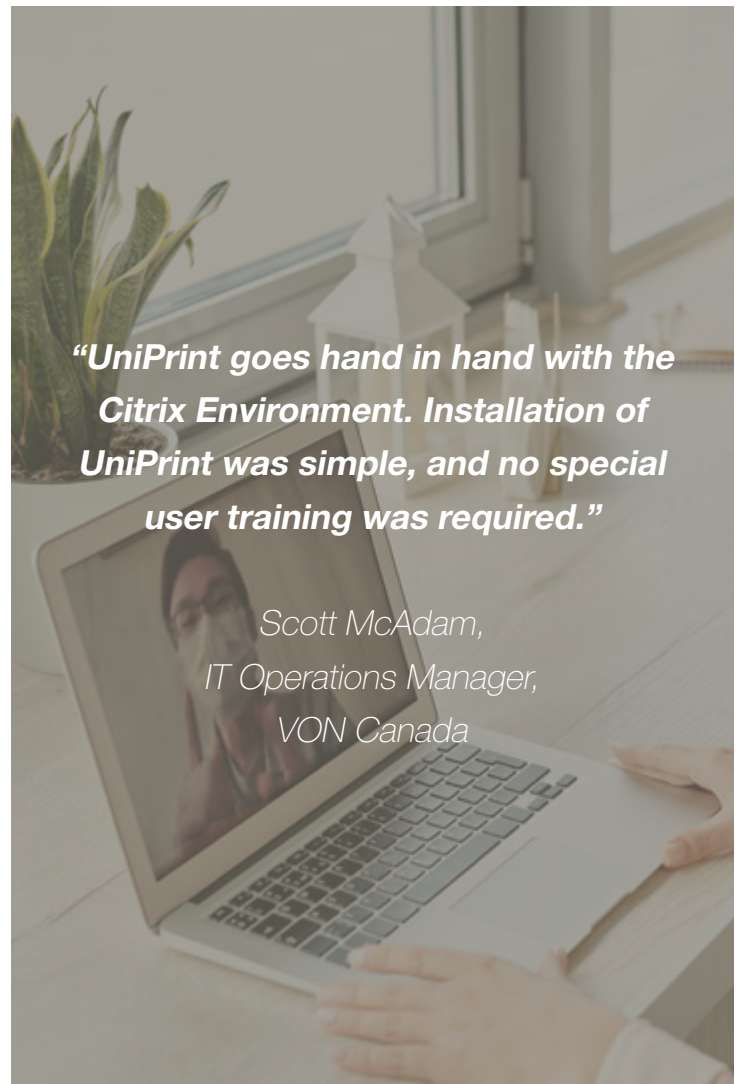
VON Canada distributes applications from a centralized Citrix environment to employees across Canada. To provide efficient and timely service to customers, it is crucial for VON Canada employees to have quick and easy access to such critical applications as scheduling and accounting, and fast printing at their location.

There are a significant number of VON Canada employees working from home or other remote locations, and no set standard for printers on the network.

*"From unreliable service from printer drivers and servers not responding, to clients losing their sessions or not being able to print – it was a real challenge to identify problems and keep track of all the various printers on the network," explained Scott McAdam, IT Operations Manager for VON Canada. "We used to have to spend all day working to repair printer issues. It was a real game of cat and mouse to figure things out."*

VON Canada needed a reliable printing solution that would significantly reduce the amount of time spent by administrators investigating and solving print-related issues.

The solution should also enable easy access and fast printing for its client users across the country.



# The Solution

After evaluating and testing the competition, VON Canada decided that UniPrint offered the combination of performance, stability and convenience that best fit its requirements.

UniPrint integrates seamlessly with Citrix environments. Recognized by all printers, UniPrint universal printer driver removes the need for multiple manufacturer printer drivers.

Printer driver incompatibility is no longer an issue, making administration easy.

While users print from home or any other remote location, print jobs are significantly compressed to PDF files and redirected to their local printer.

The PDF conversion reduces bandwidth utilization, ultimately improving server stability, and delivering fast and consistent printing.

Installation of UniPrint was simple, and no special user training was required. *"Basically, in five minutes, you're done,"* mentioned McAdam.

*"And once the software is loaded, it's very straight forward. You don't have to explain a lot to the user. Ultimately for us, it came down to the labor saving aspects and the time saved not having to deal with printer-related service calls. I certainly recommend UniPrint to other organizations. UniPrint's technology has exceeded my expectations."*

Ultimately, it was UniPrint's technical support that set it apart from its competition.

UniPrint customizes its software to fit customer's unique requirements. *"I ran into some issues with other products where the issues seemed to go on for months",* McAdam commented. *"We have a very unique situation when we print because we have unique software. But with UniPrint's tech support, everything has been great."*

## The Benefits

VON Canada needed a solution that would provide fast and consistent printing for its employees across Canada, while reducing the amount of time spent by its IT department on print-related issues. UniPrint provided a customized printing solution for VON's unique business needs.

## Key Benefits Include:

- ✓ Efficient local and remote printing with one universal printer driver
- ✓ Reduced number of printing-related support issues
- ✓ Virtually no printing-related maintenance required
- ✓ Converts files into PDF for e-mailing, archiving and printing
- ✓ Reduced bandwidth utilization
- ✓ Ease of installation; simple to add new users and locations
- ✓ Support from UniPrint's knowledgeable service team
- ✓ Improved network speed
- ✓ Cost-effective solution

**Ready to learn more? Schedule a FREE no obligation call with us to learn how to improve your print management experience**

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### About Process Fusion

Process Fusion is a software company and a cloud solution provider. We help organizations transform inefficient, paper (labor) intensive business processes into a secure, automated, mobile ready Digital First experience for all participants.

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