

CASE STUDY

Rely Deploys UniPrint Infinity To Provide Cloud Printing Services To Legal Practices



The Client

Rely is a leading IT services company in the Netherlands offering hosting services and other IT solutions to the legal, non-profit, finance, and media sectors. For the print-critical legal sector, Rely has developed a special cloud-based service, “The Print Server Solution” to deliver efficient and reliable printing services to notary companies and other legal practices.

To facilitate this service, Rely hosts the hardware servers and applications from a fully managed data centre in Amsterdam. For distribution of application printing functionality, Rely uses Microsoft Remote Desktop Services (RDS) with a permanent SSL connection from the data centre to a local print server at each legal office.

The Challenge


Rely found that although RDS is a great VDI platform for distributed branch setups, it lacked essential features when printing via the cloud, including print data compression. Because the print files are too large to process, print jobs arrived heavily delayed or corrupted and were frequently abandoned altogether by users.

Print security is essential in the legal industry, which requires enhanced levels of adherence to client confidentiality; lawyers should only be able to view their own clients’ documents and not those of their associates. Neither should they waste time sorting through piles of printed documents trying to locate particular contracts. Therefore, sorting to secure output trays is a must.

To launch an effective and efficient notary printing service, Rely knew that it would be essential to find a universal solution that offers secure, on-demand printing functionality which their current print vendor was unable to provide.

The Solution

Rely identified UniPrint Infinity as the premier printing solution to provide secure, follow-the-user printing. pilot commenced using external offices to stress test the remote sites to assure ongoing stability and compatibility across various printer manufacturers and user devices, presenting different sized forms and contract types to the print application.



“UniPrint is a key enabler for the Print Server Solution. We can only see demand for the service increasing as legal companies want to take the overhead and burden of secure printing away from them.”

Rick Lorwa,
Manager Of Operations,
Rely As A Service

Rick Lorwa, Manager of Operations, Rely, notes: “Providing a printing service to the legal vertical requires high degrees of confidentiality and print consumption. Failure to print simply isn’t an option. If they can’t print, lawyers simply cannot trade. Our hosted print service has to be fast, secure, reliable and easy to run, so we needed to identify a partner that could match and surpass our requirements. We found that with UniPrint.”

With the benefit of UniPrint Infinity's PDF generator, capable of compressing print data by over 90% and promoting fast data transmission, Rely's clients immediately noticed an increase in printing speed.

UniPrint Infinity's Universal Print Driver (UPD) replaced all manufacturer printer drivers, thereby eliminating incompatibility issues and assuring print stability for the legal offices. Clients noted that no print jobs were lost, corrupted, or partially completed.

In addition, Rely only needed to manage one UniPrint UPD from the data centre across multiple client sites and hardware printer ranges, significantly simplifying print management.

Lorwa comments: *"Using UniPrint is a key enabler for the Print Server Solution. We can only see demand for the service increasing as legal companies want to take the overhead and burden of secure printing away from them. We also see a distinct need in other verticals and are confident that UniPrint is the right enabler to help us penetrate into them."*

The Benefits

Rely is successfully using UniPrint Infinity to enable fast, secure and on demand printing across an RDS environment to remote customers in print critical legal environments.

Key Benefits Include:

- ✓ Simplified printer management and improved server stability
- ✓ Low maintenance requirements
- ✓ Highly scalable as printers and users are added
- ✓ Reliable and responsive printing for lawyers
- ✓ Printer vendor agnostic
- ✓ Secure printing in an RDS environment

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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