

CASE STUDY

Reinvented Secure Server Based Mobile Printing Solution for a Japanese Technology Giant



Overview

The client is one of the world's leading company in offering office equipments, centering on monochrome/color multi-function Printers and Production Printers. They are among the leaders in U.S.A. and European markets for office MFPs.

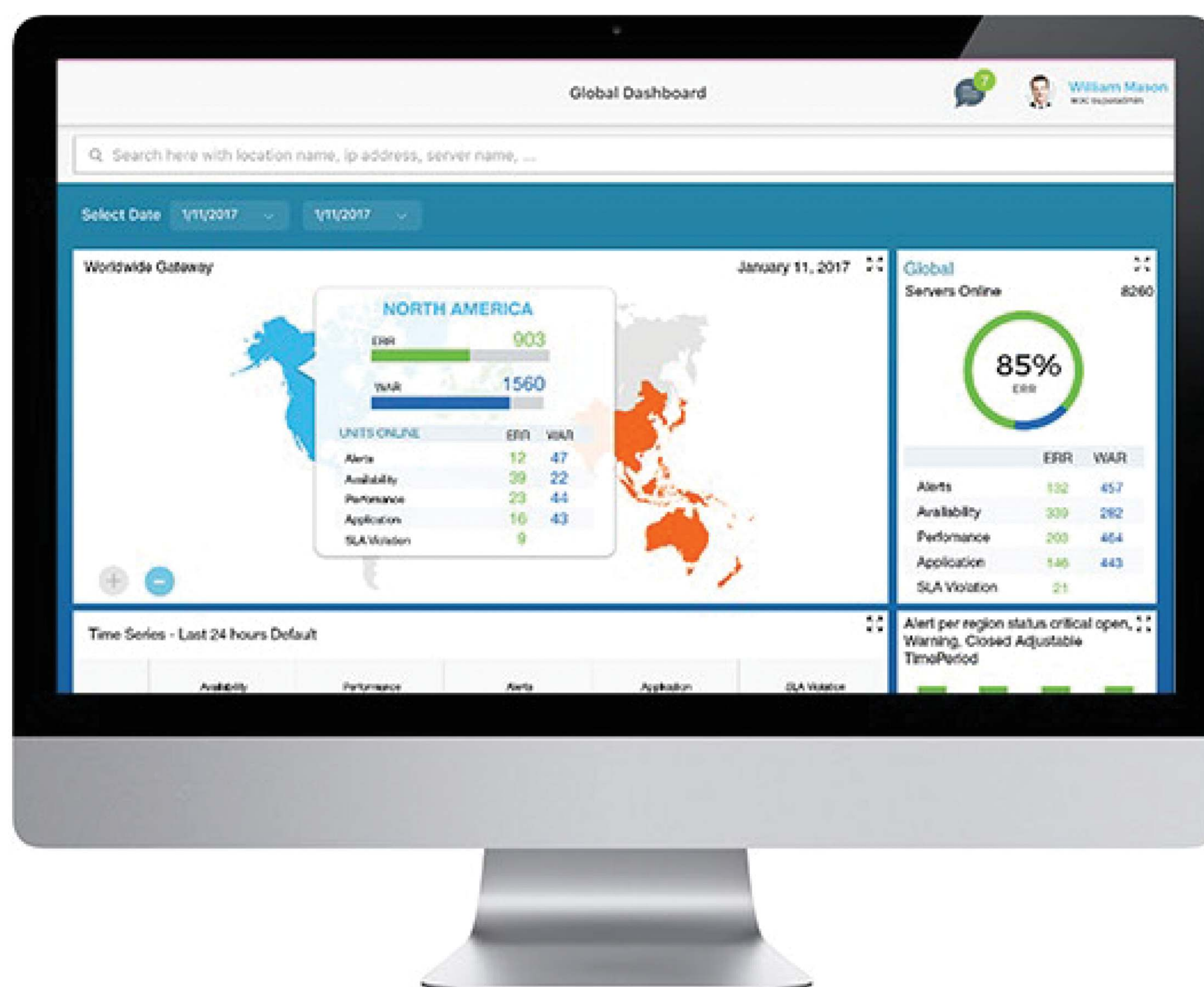


Business Challenge

The client had to maintain and support widespread office MFPs all over the globe. They were equipped with only one dashboard which provided them a global view for remote monitoring of the application which led to lack of insight on ground level. Mobile Programming overcame this challenge by providing the client with three level of snapshot for Global, Regional and Individual level for larger insight to monitor and support the application.

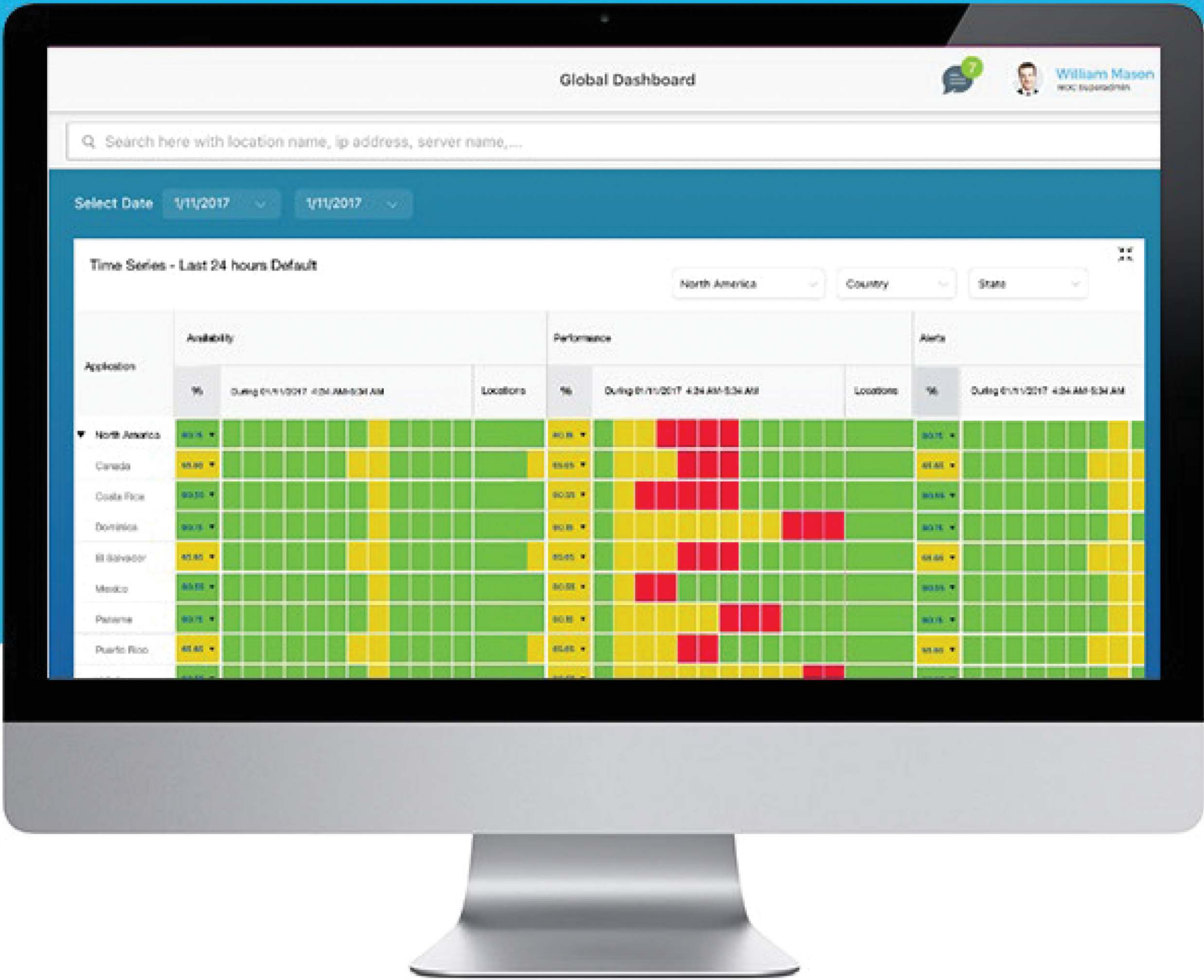
Solution Devised

- The new UI reflects a well-understood structure of the business with real time analytics of global server monitoring



Solution Devised

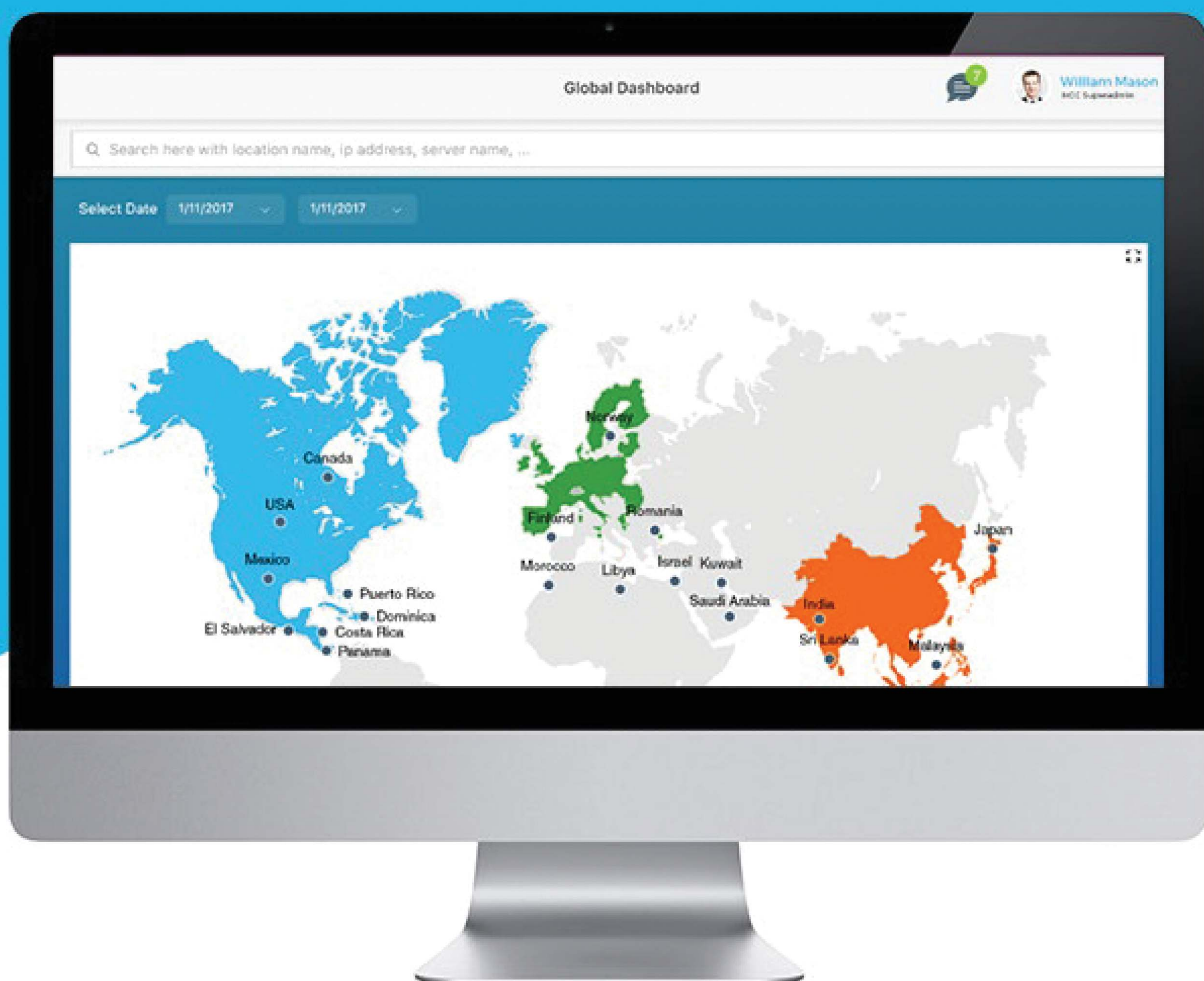
Simple data presentation of country wise server analytics without making it complex for interpretation





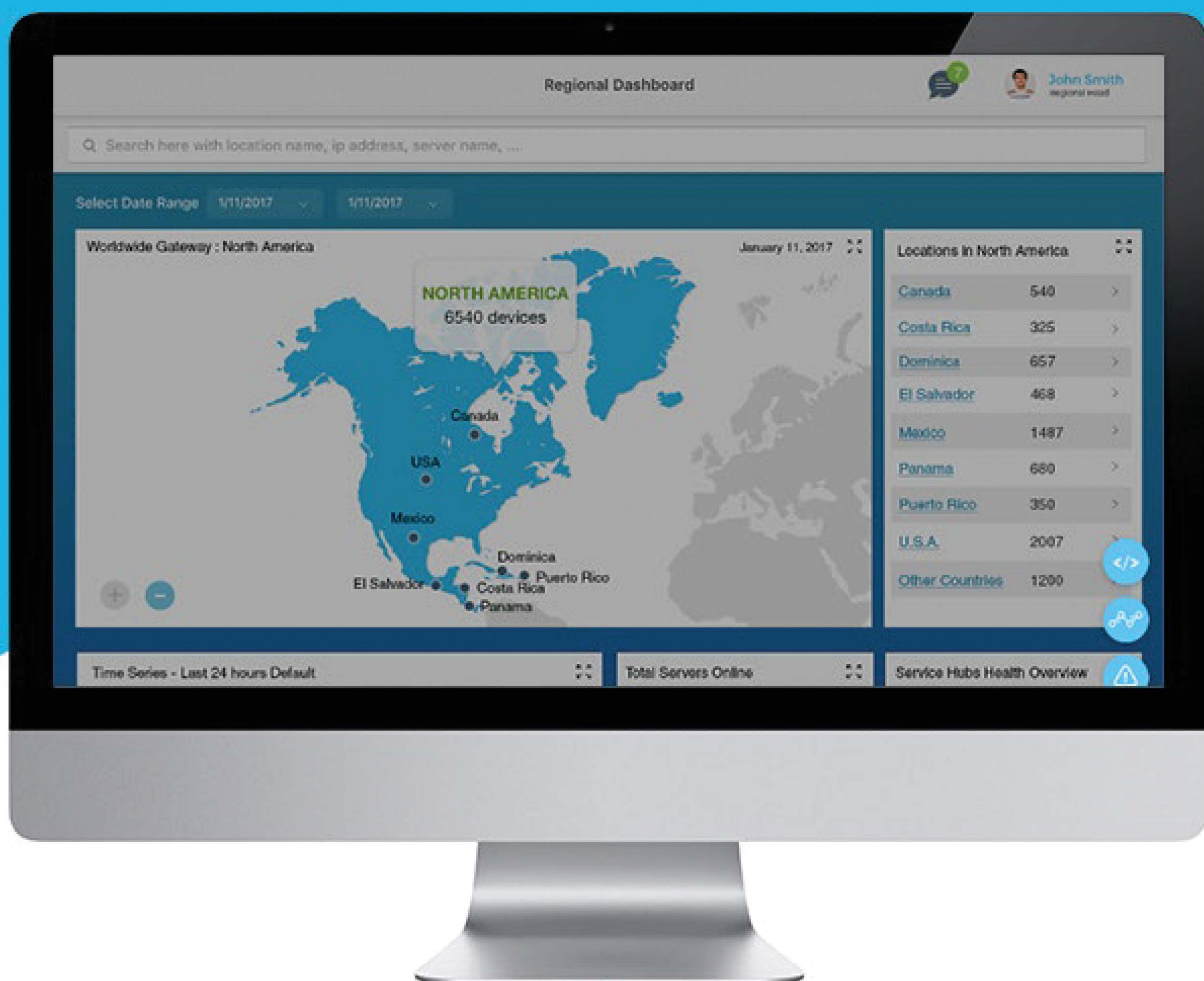
Solution Devised

Granular view of the “service hub”
tracking activity with prominent
but balanced alerts



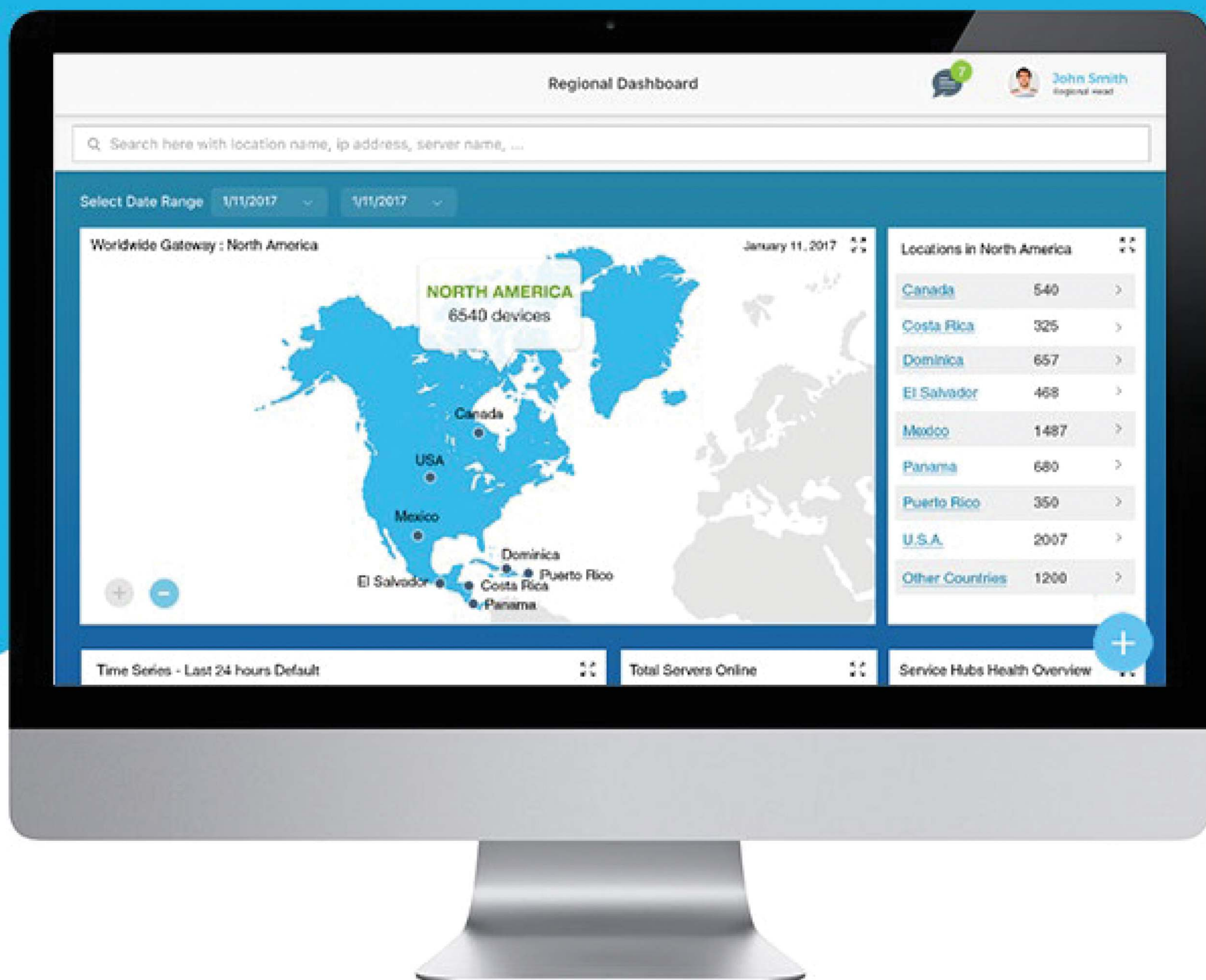
Solution Devised

Multi-widget selection menu for need based server performance and analytic requirements



Solution Devised

- Service Hubs Health Overview
- Regional and local server monitoring
- Time series analysis metrics



Infrastructure, Platform and Resources

- ◎ **Phase 1:** Service Hub monitoring requirements development. Completion of the initial core set of monitoring requirements defined together by Service Hub Engineering and API Management team
- ◎ API Management System with features completed to meet the Current Service Hub Engineering requirements set
- ◎ **Phase 2:** Design and development of additional or enhanced requirements
- ◎ **Phase 3:** QA (User, Integration, System) and final go-live preparations and end user enablement



Value Delivered

- ◎ High-image-quality digital printing.
- ◎ Network information sharing and application.
- ◎ Versatile finishing functions capable of book binding.
- ◎ Reliable support for office information security.
- ◎ Conserve energy, save resources and ensure safety.