

Eniro Norge AS Norway

Eniro Norge is the company that produces the Yellow Pages phonebook in Norway. They have been a customer of Ricoh in Norway for many years. The equipment comprises four Ricoh Aficio colour 5560 machines with Fiery e-7000 controllers. The jobs that they print from the Streamserve application are customer advertisements (for approval by the customer) and invoices. It is critical that all invoices are printed and if not, they must be able to easily reprint the missing invoices.

The problem prior to installing doc-Q-manager

The Streamserve application sends a high number of jobs to the 4 Fiery controllers, each of which is able to queue a lot of jobs internally. The jobs are very small so each Fiery can easily have 50 or more jobs queued internally at any one time, each job containing a large number of invoices. A major operational problem arises if a printer goes down with a fault. Although print jobs can be moved between Fiery controllers it takes a long time, at least as long as originally printing them, while re-printing these jobs from Streamserve requires a lot of work.

The solution provided by doc-Q-manager

The Streamserve system is configured to print all jobs to a virtual print queue in doc-Q-manager. From this queue the customer manually moves batches of jobs to the Fiery controllers. (This could be done automatically by use of a script within doc-Q-manager but the customer does not wish to apply this capability at this time)

To provide added security within the process, all the four Fiery print queues have a doc-Q-manager script running which copies the printed jobs to a folder on the local hard drive of the PC. The user keeps these files for 3 days before deleting them. In this way if a printer breaks during a print run it does not become a problem. Jobs can easily be reprinted from the folder on the local hard drive.

