

PrinterOn provides a mobile print solution for tablets running an MPOS application and ensures resiliency and scalability through server clustering



Benefits & Results

- ✓ Centrally managed print infrastructure reduces support costs
- ✓ New modern infrastructure establishes a platform that can be extended to new workflows beyond retail
- ✓ Redundancy and resiliency by clustering print service across 3 data centers
- ✓ Servers can be upgraded independently allowing the service to continue processing print jobs during maintenance

Background

This major retailer operates nearly 2000 store locations in the United States. The retail locations offer sales and support services for both consumer and business customers. They use a mobile point-of-sale (MPOS) application running on a tablet to create and then print service contracts for customers to over 3,000 printers.

Challenge

The challenge for this retailer was printing customer documents to one of two in-store printers from a tablet device running a mobile point-of-sale (MPOS) application. This custom application generates contracts and invoices at the retail locations and allows the employees to collect customer signatures. The existing solution was an independently distributed direct print method that lacked redundancy and scalability. A new business model introduced by executive management accelerated the need for a centrally managed **mobile printing** solution.

Solution

PrinterOn's **enterprise mobile printing**

PrinterOn Enterprise deployments at 3 different data centers were linked using PrinterOn's clustering solution. Two physical PrinterOn Enterprise servers were deployed at each data center to provide physical redundancy and load balancing was put in place to allow print jobs from retail stores to automatically fail over to another data center during maintenance.

A series of print connectors was deployed in each data center to provide a variety of print delivery techniques such as direct push from the data center or automatic download. With all this in place, documents submitted from the MPOS application on the tablets can then be delivered to the central print infrastructure to be processed and then sent back to the retail location to be printed.

With PrinterOn, they now have a scalable printing solution with redundancy that can be centrally managed which reduces support costs and meets the new business model requirements set out by executive management.