printix

A "Cloud Wind": Why Jotun Chose Printix for Cloud Print Management Across Their Global Sites

Cloud print management service, Printix, chosen by global coatings manufacturer, Jotun, to provide digital transformation for printing

Success Story

Executive Summary

Jotun had already started on a journey of digital transformation when they realized the need to extend that to their enterprise print needs. Their legacy Windows 2008 servers were about to be deprecated by Microsoft. The need was urgent, but they wanted a best-of-breed cloud solution that was future-proofed and worked within an Azure environment. Jotun chose Printix cloud print management service to replace its on-premise Windows server with a serverless cloud infrastructure. The need was across all of Jotun's global sites, remove their dependency on print servers, whilst maintain a seamless and easy user experience.

Jotun has around 7000 seats, utilizing 70 legacy servers, across 230 worldwide sites.

The project was carried out in super-fast time and was up and running across 60% of sites within 2 weeks, with 95% of sites serviced in 2 months: User uptake was seamless.

Challenges that Jotun Faced

Kjersti Lutnes is the Group IT Infrastructure & Operations Manager for Jotun and headed up the project for the company. Like many manufacturers, Jotun is going through a process of digital transformation, moving many processes into the cloud.

Printing was already on the roadmap for upgrade and was seen as a priority because of Microsoft ending support for Windows Server 2008 on January 14, 2020. This change brought a number of challenges for Jotun:

✓ Ensuring that any new print environment dovetailed neatly into the overall Jotun Cloud Journey;

✓ Jotun would be under time pressure as Windows Server 2008 was soon to be deprecated by Microsoft;

✓ Before upgrading, Jotun was required to look at alternatives to on-premise servers

About Jotun

Jotun is one of the world's leading manufacturers of decorative paints, marine, protective and powder coatings. The Group has 65 companies and 39 production facilities on all continents, and more than 10 000 employees. Jotun products are available in more than 100 countries through own subsidiaries, joint ventures, agents, branch offices and distributors. The Jotun Group's sales in 2019 was NOK 19.7 billion. The Jotun Group is organised into four segments and seven geographical regions, and has its head office in Sandefjord, Norway.

The Printix Solution

Kjersti took the challenge of moving from legacy servers to the cloud, head-on, ensuring that the right people were in the right place at the right time. Jotun's Norwegian IT Infrastructure partner, Atea, recommended Jotun explore replacing Windows Server 2008 with the serverless, cloud print management service from Printix.

Once established as the solution of choice, the team at Printix worked in a highly collaborative and agile way with Jotun and implementation partner Atea.

Printix's vast experience in migration to an Azure AD environment using Single Sign On (SSO) for serverless cloud print management, made the transition seamless.

> "We were able to tap into the expertise of the Printix team. Every time we had an issue or needed a 'tweak' the response was swift and effective."
>
> Kjersti Lutnes, Jotun

Project Management for Printix Rollout

Kjersti's expertise in driving the project forward and creating cohesion across the stakeholders was an important need for success across a large and distributed install base. A comprehensive statement of work, provided by Printix, ensured timely and efficient delivery of the project. Enterprise deployment methods and migration processes were managed using agile working. Regular cross-company scrum calls were key to deliver a fast and easy install.

The results of the Printix deployment provided Jotun with:

- ✓ Migration from on-premise to cloud, removing any dependency on Microsoft Windows 2008 legacy servers
- ✓ No more print server dependency
- ✓ A highly transparent rollout
- ✓ Seamless deployment across 100 countries

> "Surprisingly easy and surprisingly fast to implement with very few issues"

Printix Deployment at Jotun

Jotun began deployment of the Printix cloud print management solution with a small test group based out of the South African offices. This went well and prompted an early rollout to a group of internal early adopter users; in this case, the early adopters were made up of around 200 users across global offices.

After this early adopter test, mass deployment was able to be carried out very quickly by handling multiple sites per day.

Timeline: Initial rollout took around 2-weeks to cover 60% of Jotun global sites. Currently, 95% of all of Jotun's global companies have implemented Printix. In total, it took 2 months to deploy fully Printix across global, distributed, Jotun sites.

The End User View: End users did not even notice there had been a change to their print use. The end user saw the Printix user experience (UX) as "totally seamless."

Kjersti said that *"many of Jotun's users were waiting for this exact solution, and they now have access to cloud-based print services from anywhere. Jotun's users are typically finding Printix very easy to use"*

For the end user, one of the key benefits of the Printix cloud management solution was being able to use print services from anywhere.

"When traveling, not having to know the name of the printer, just being able to use a QR Code to pick up a printer, makes it extremely easy to use: For users who travel, Printix is a very neat solution."

Future Printix Use Cases for Jotun

Printix has a number of features that can be configured, out-of-the-box, as internal use of the system matures.

Jotun plans to use the Printix 'Secure Print' option, which allows the use of a mobile app to release a print, ensuring more control when printing sensitive information.

Jotun also plans to use the new feature in the pipeline from Printix, 'Site-Manager', that allows for multi-site management across dispersed sites using an easy to use graphical interface.

Are you evaluating cloud print management solutions?

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