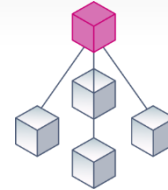# SafeCom G4 Launch

Commercial Overview

November 2019
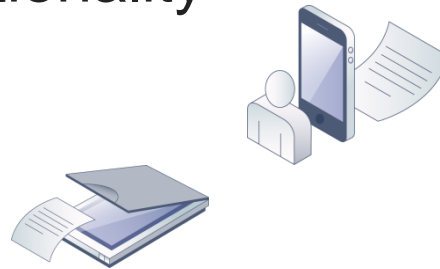
What is new?

- ## G4 Server functionality

  - ### Smart Printer Driver

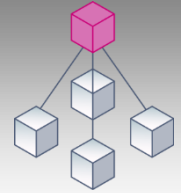- ## Embedded Go functionality

  - ### Mobile Pull Print

  - ### Smart Scan

- ## Third party card readers

- ## Maintenance & Support

- ## Online training

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Smart Printer Driver – Why we do this

Next-generation print processing

Document fidelity

- The job may have been generated by a printer driver that is not fully compatible with the device

- User to select among multiple print queues

Competition

- Universal Printer Driver, like the one from Canon Uniflow

Windows OS changes

- Windows 8 and Windows Server 2012 with version 4 printer drivers do not support use of proprietary port monitors

Rule based printing

- Active actions (Force to mono, Force to duplex and Toner save) works only on some devices

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# Smart Printer Driver – Why limited release?

- Not for installation in production environments

- SafeCom Smart Printer Driver is an add-on package that must be installed on top of the SafeCom G4 installation
  - Windows 2008 R2 on the server is a prerequisite

- Administrators have to manually install and manage TCP/IP print queues and the vendor's printer drivers

- November release is a "demo" version – we need partner and customer feedback

- April release will have the full functionality

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Smart Printer Driver – How it works
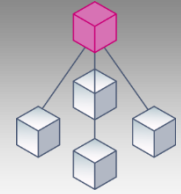
SITUATION
Print jobs may have been generated by a printer driver that is not fully compatible with the device

SafeCom
Server

SafeCom.eu

xerox

xerox

hp

?
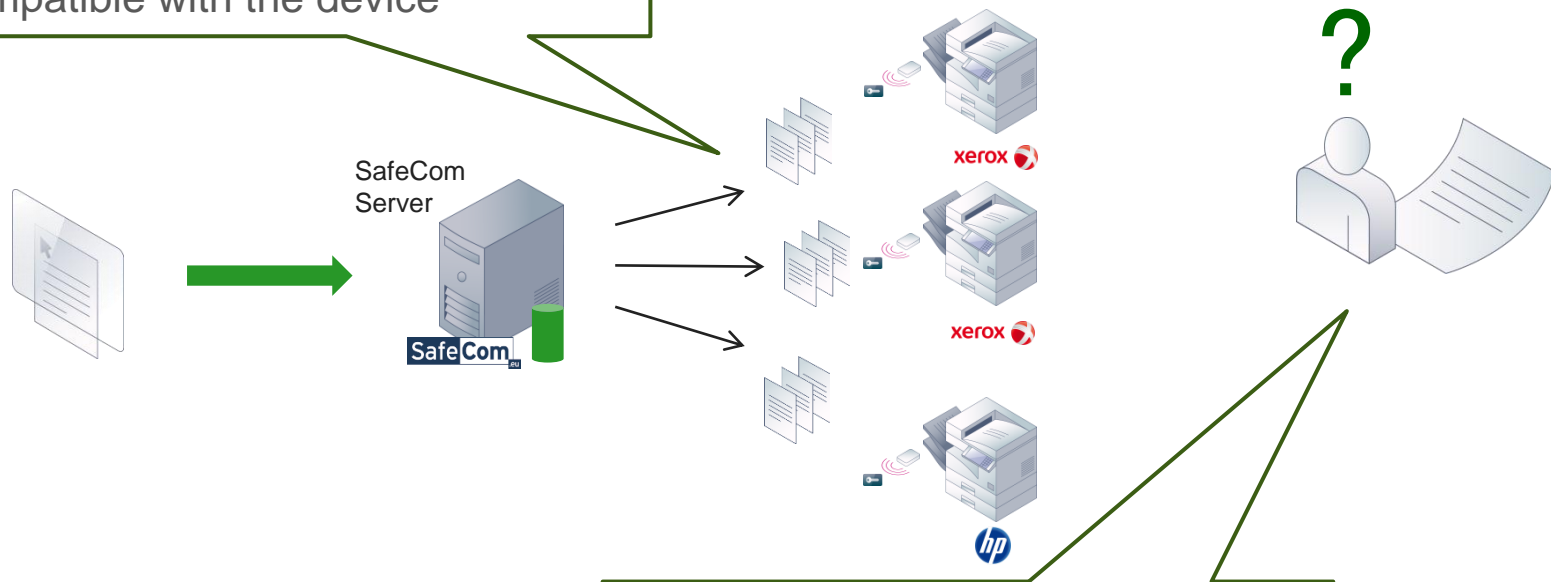
CHALLENGE
Final output does not always come out as expected by the user.

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Smart Printer Driver – How it works
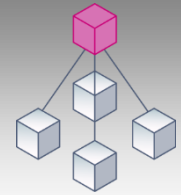
SOLUTION
Print jobs are stored in XPS until authentication at the printer at which time the correct printer driver is selected by the system

SafeCom Server

SafeCom

XPS rendering

xerox

xerox

hp
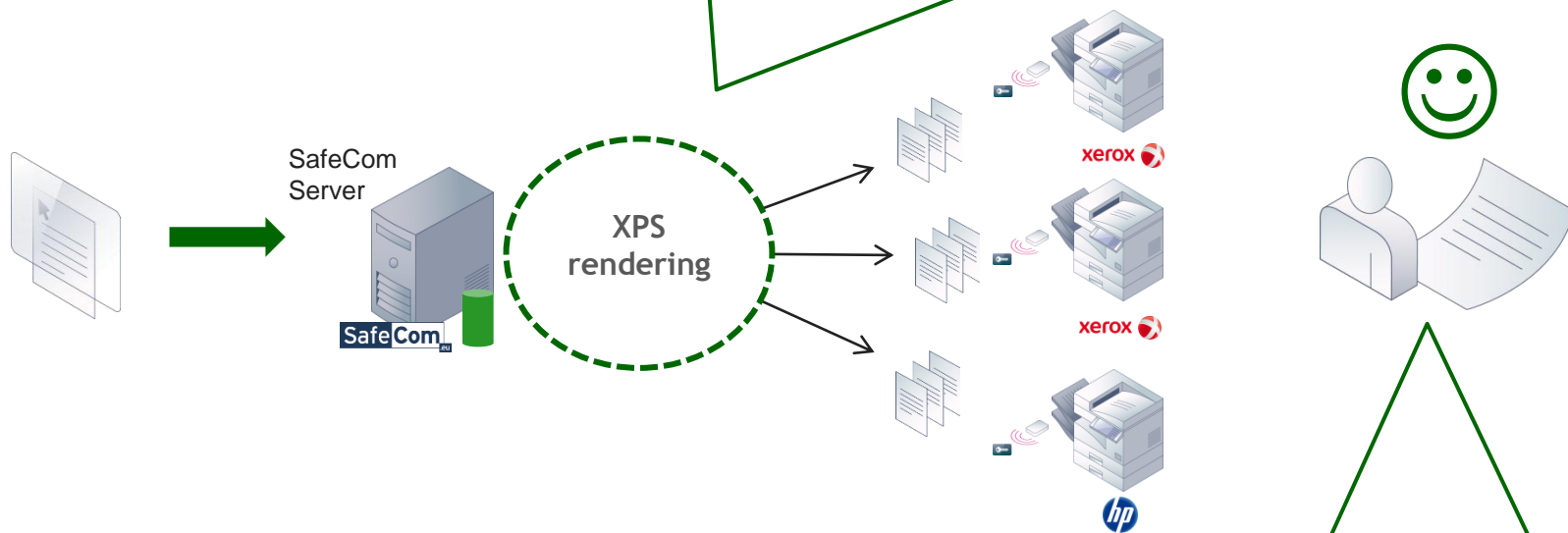
BENEFITS/PAYOFFS
1. What the user prints is what he gets.
2. Less administration of drivers and printer queues.
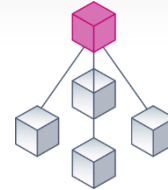
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What is new?

- G4 Server functionality
  - Smart Printer Driver

- Embedded Go functionality
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  - Smart Scan

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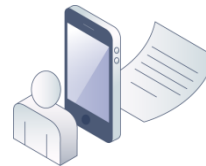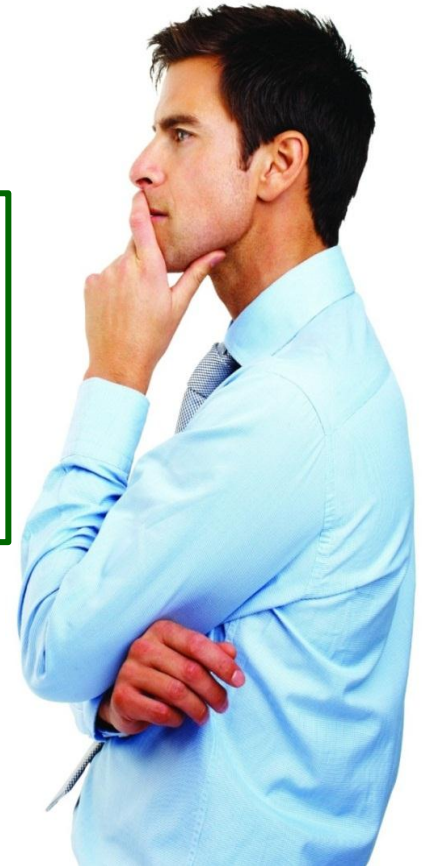
Two new modules added…

Modular - Secure - Simplified

IMAGING
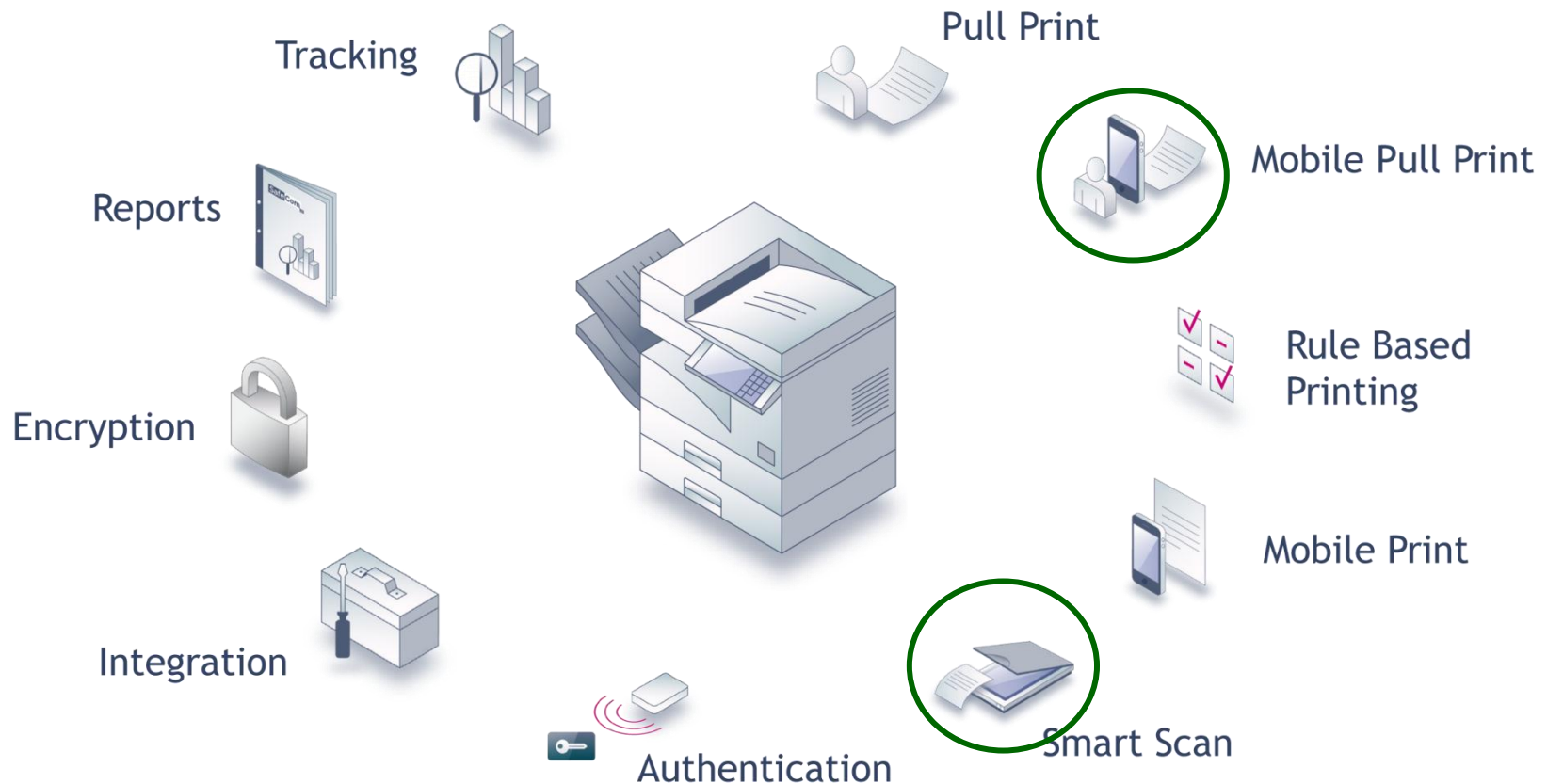
Mobile Pull Print – How it works

How to Pull Print from your smart phone

User

1. Use smart phone camera to scan QR code at device

2. Browser opens with Login page
   – First time enter user name and password.
   – Remembered for future use. Provided browser allows this.

3. Select documents and tap Print or Print all
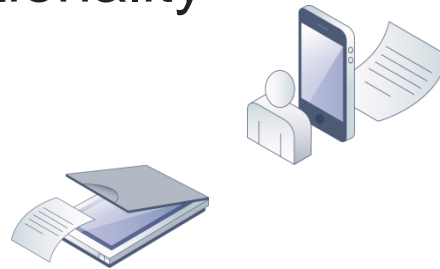
Administrator

1. Register device in SafeCom Administrator

2. Right-click device and select Generate QR code

3. Place QR code near device, so it is convenient to scan

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Mobile Pull Print – Demo video available

See it demonstrated in the learn-while-you-watch video

- You now get the document list features you know from an MFP's touch screen:
  - Print
  - Print all
  - Use the Menu to specify number of copies, retain, unretain, and delete documents
  - View detailed information about a selected document

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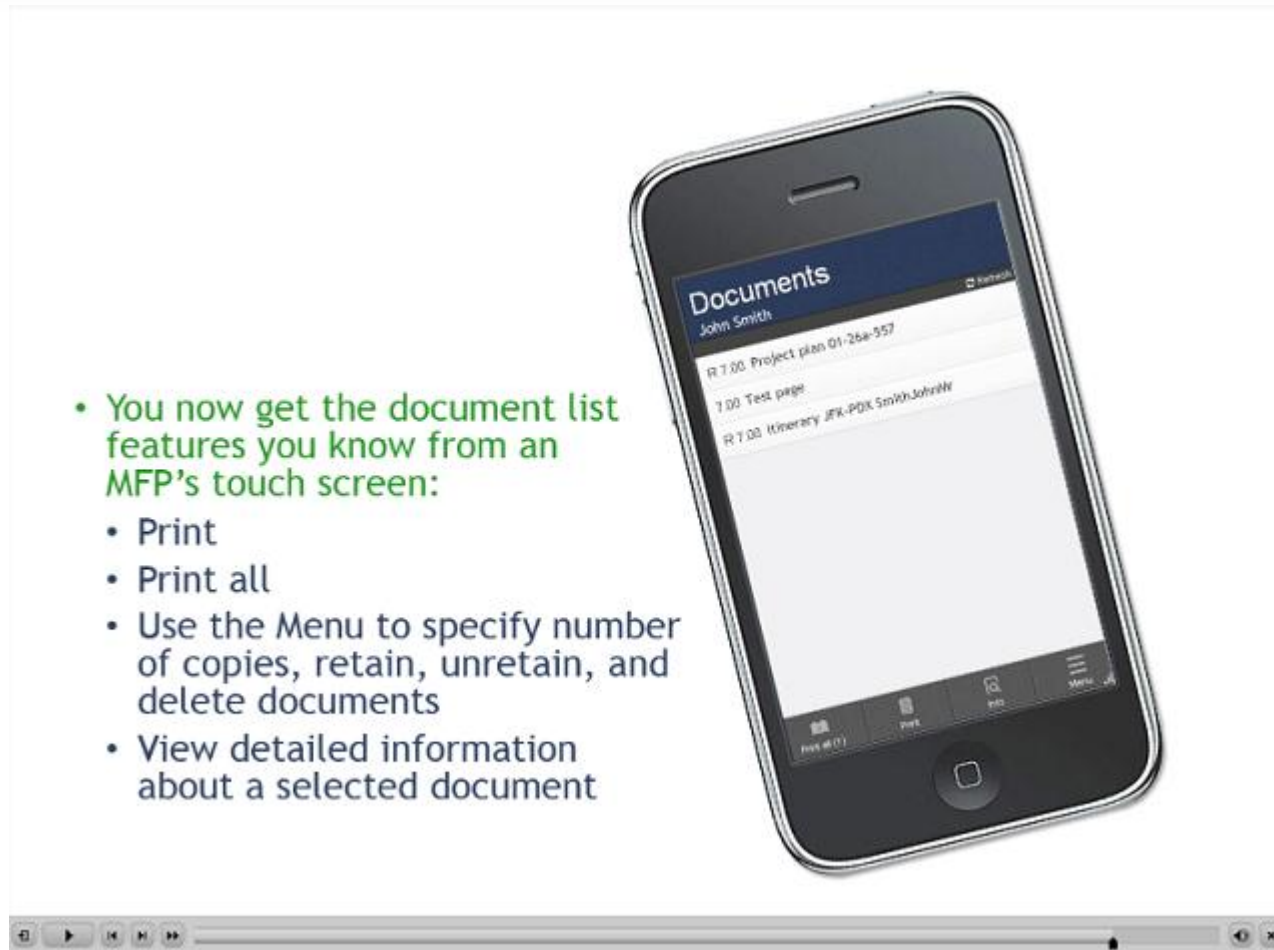
Mobile Pull Print - Prerequisites

Requirements for smart phone and SafeCom solution

Smart phone requirements

- Camera
  - Camera and a QR code scanner application

- Web browser
  - Web browser is used
    No SafeCom App is required

- VPN network access
  - VPN access to SafeCom Server
  - Will try to remove VPN requirement in later version

SafeCom solution requirements

- SafeCom software from November 2019
  - SafeCom G4 Server
  - SafeCom Device Server

    Note: *Initial version will support SafeCom Device Server-enabled devices only*
    Note: *SafeCom Mobile Print is NOT required*

- License requirements
  - SafeCom Pull Print license
  - SafeCom P:Go or SafeCom Go license

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Smart Scan

Scan-to-folder in a simple way

Pain points

- Mail system not to be used as a scan file repository and may have imposed limitation for file sizes

- Scan to personal folder requires user to enter Windows password as minimum and possibly also user name and domain

- Scan data is sent unencrypted over the network

Features

- SafeCom Go sends scan data to SafeCom server where it is stored encrypted for later retrieval by user

- Builds on existing SafeCom infrastructure

- It is NOT a full-blown workflow solution and as such it requires very little configuration

- Device support
  - SafeCom Go Ricoh
  - SafeCom Go HP FutureSmart

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Smart Scan – How it works

SCAN
User authenticates as per Pull Print and selects Smart Scan to scan a document into their queue as per Pull Print

SafeCom Server
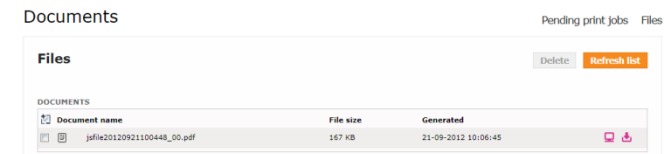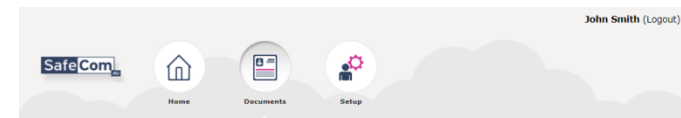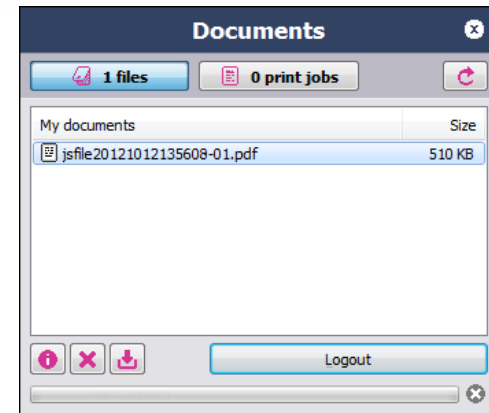
RETRIEVE
Access to scanned documents via SafeCom web interface or SafeCom Move – a small application on the users PC. From here documents can be moved to relevant folders on your PC or the network. Documents will be deleted automatically as per Pull Print jobs.

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Nuance SafeCom Go Ricoh with Smart Scan

Ricoh device with Smart Scan

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Smart Scan – SafeCom Web Interface

Retrieving the Smart Scan files via the SafeCom G4 Web Interface

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Smart Scan - SafeCom Move

Retrieving the Smart Scan files via SafeCom Move on the user's computer
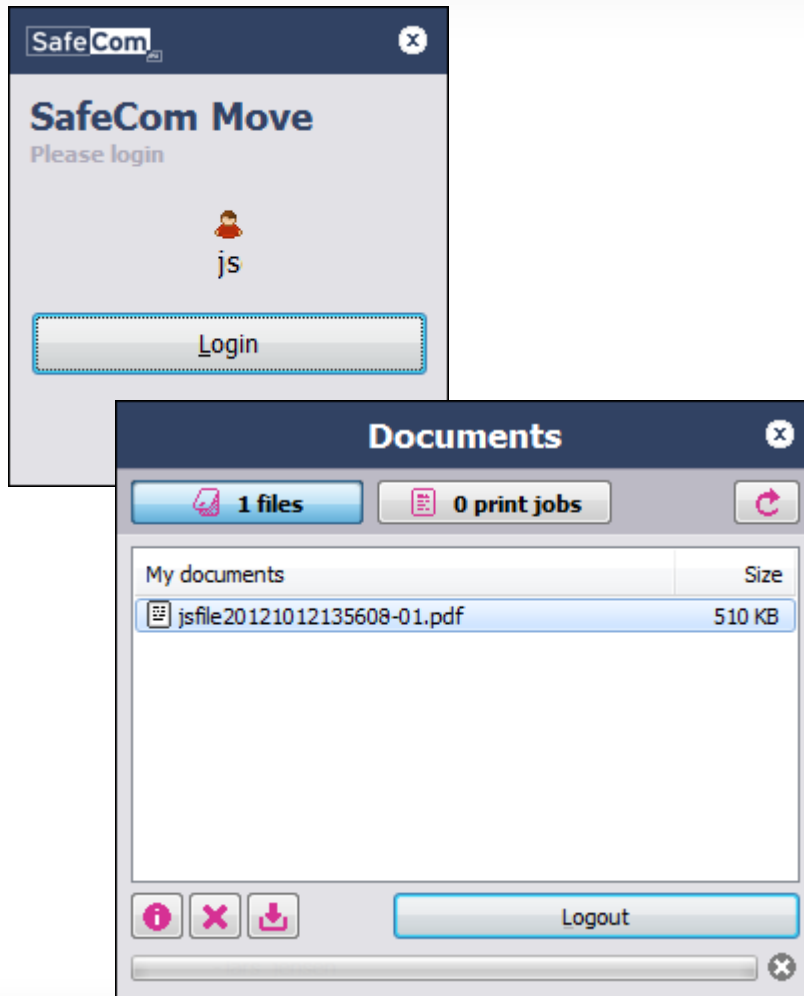
- SafeCom Move
  - Client tool that retrieves user's scan jobs and saves them in user's personal folder
  - Saves the user from visiting and downloading scan jobs via the web interface

- Authentication methods
  - SafeCom User logon and PIN code
  - SafeCom ID code and PIN code
  - Windows (User logon and password)
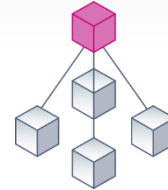
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- **G4 Server functionality**
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- **Embedded Go functionality**
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- **Third party card readers**

- **Maintenance & Support**

- **Online training**

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Third party card readers – what is the issue?

Why SafeCom-branded ID devices?

- Comply with printer vendor's requirements

- Thoroughly tested

- Consistent card numbers

- Covered by SafeCom Maintenance and Support agreement

Third party ID device issues

- May violate printer vendor's requirements

- Risk of inconsistent card numbers

- Not covered by SafeCom Maintenance and Support agreement

- Use requires SafeCom ID Device license per device and this again is subject to Maintenance and Support fee – see pricelist ver. 7.0
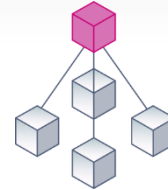
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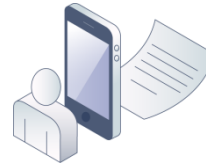
Maintenance 10% for HW and SW

- Maintenance and Support (M&S) available for SW and HW and at 10% per year initial and renewal. M&S is 25% for SafeCom Mobile Print

- First year M&S is mandatory (both software and hardware)

- Updates to minor versions is included in M&S. An upgrade path to the successor of SafeCom G4 will be announced, when this becomes relevant

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M&S calculation

Rules for calculating Maintenance & Support

- Packs
  - M&S cost is calculated on the price of the originally ordered SafeCom Go and SafeCom P:Go packs

- Example – packs
  - First order:
    900 units,
    equal to 1x500 + 4x100

  - Second order:
    200 units,
    equal to 2x100

    M&S calculated for:
    1x500 and 6x100
    and NOT
    2x500 and 1x100

- Additional discount
  - M&S cost is calculated on the LIST price

- Example – additional discount
  - RRP of an item is 100 €, the LIST price is based on the 30% partner discount (as stated in partner contract) = 70 €

  - M&S on the item is 10% of the LIST price, or 7 €/year in this case

  - If any additional discount is offered, say and additional 10% to bring the total discount to 40%, then the NET price is 60 €, however M&S is still 10% of the 70 € LIST price = 7 €/year

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M&S renewal

Rules for renewing Maintenance & Support

- **Conditions for buying add-ons**
  - Customers with valid M&S software can buy add-ons.
  - Customers with expired M&S software must buy M&S software renewal for the entire solution for minimum up to the date plus one year of the purchase of the add-on

- **Example – buying add-on**
  - M&S software expires 1 January 2013. In April 2013 customer wish to buy add-on. As the add-on comes with a mandatory one year M&S, the customer must buy M&S software renewal for their existing solution until April the year after, that is April 2014.
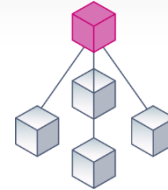
- **Renewal cost**
  - Cost of renewal is 10% per year of the price at the time of renewal

- **Renewal notification**
  - Notice to partner 90, 60 and 30 day prior to and upon the expiry date

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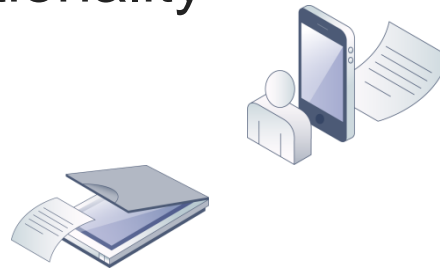
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Nuance SafeCom online training

Your online resource to SafeCom knowledge

- **SafeCom Technician**
  - Updated training modules (15)
  - Updated certification test

- **SafeCom Expert**
  - Updated certification test

- **SafeCom Cluster Expert**
  - Updated certification test

- **Feature demos**
  - Smart Printer Driver
  - Smart Scan
  - Mobile Pull Print

- **SafeCom Price List demo**
  - Access restricted to relevant partners

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Additional information

Where can I learn more about SafeCom G4

Datasheets

Updated datasheets

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Nuance SafeCom Product Overview

Updated version

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Nuance SafeCom Smart Printing

NEW!

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