



# SafeCom G4 Launch

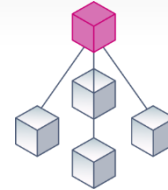
Commercial Overview

November 2019

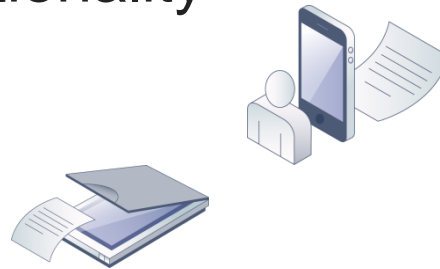


# What is new?

- G4 Server functionality
  - Smart Printer Driver



- Embedded Go functionality
  - Mobile Pull Print
  - Smart Scan

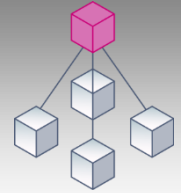


- Third party card readers
- Maintenance & Support
- Online training



# 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

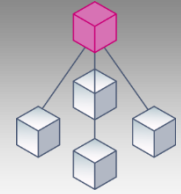
- Active actions (Force to mono, Force to duplex and Toner save) works only on some devices



# Smart Printer Driver – Why limited release?

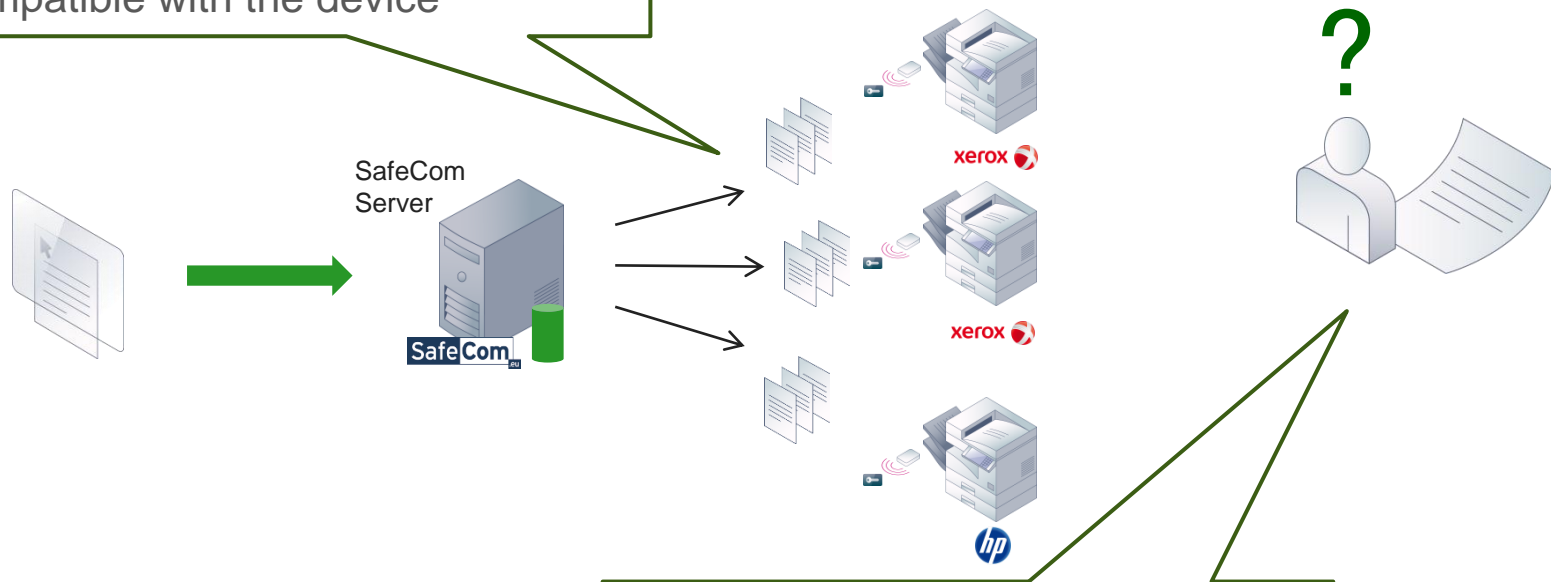
- Not for installation in production environments
- SafeCom Smart Printer Driver is an add-on package that must be installed on top of the SafeCom G4 installation
  - Windows 2008 R2 on the server is a prerequisite
- Administrators have to manually install and manage TCP/IP print queues and the vendor's printer drivers
- November release is a "demo" version – we need partner and customer feedback
- April release will have the full functionality

# Smart Printer Driver – How it works



## SITUATION

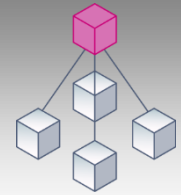
Print jobs may have been generated by a printer driver that is not fully compatible with the device



## CHALLENGE

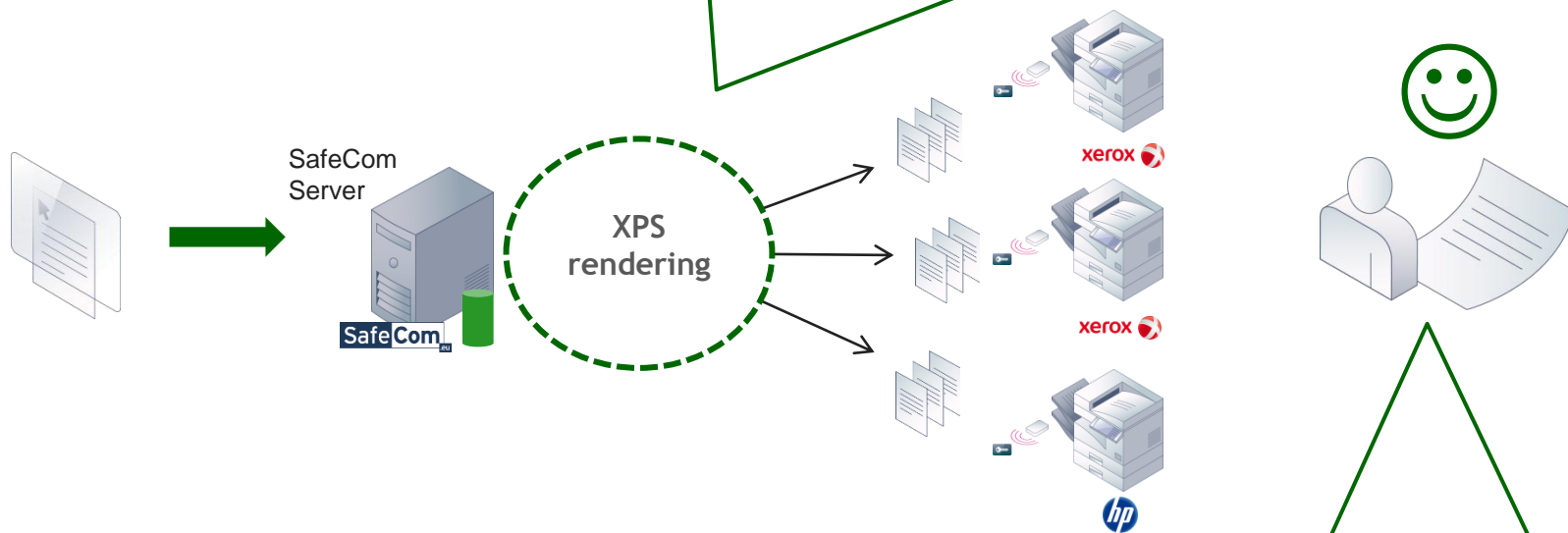
Final output does not always come out as expected by the user.

# 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

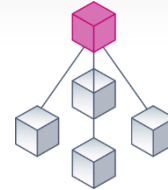


## BENEFITS/PAYOFFS

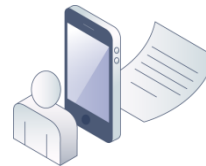
1. What the user prints is what he gets.
2. Less administration of drivers and printer queues.

# What is new?

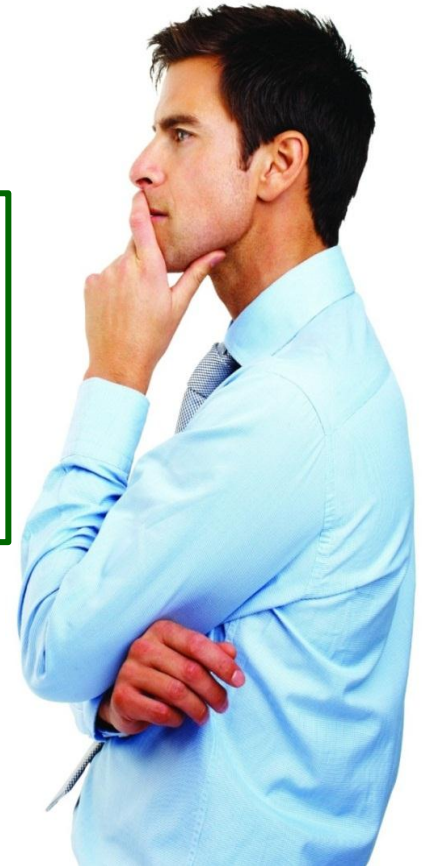
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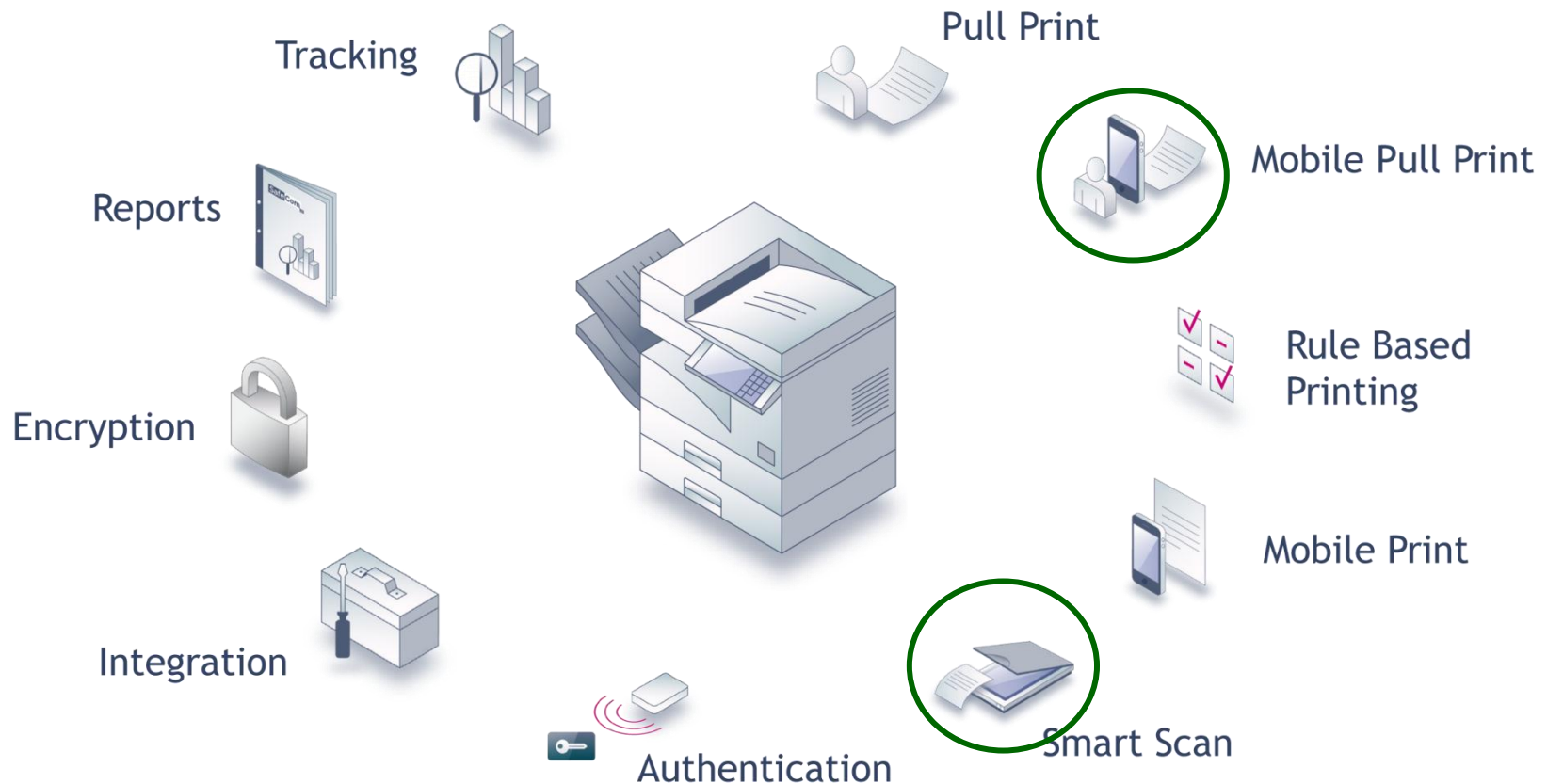


- Third party card readers
- Maintenance & Support
- Online training



# Two new modules added...

Modular - Secure - Simplified





# 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

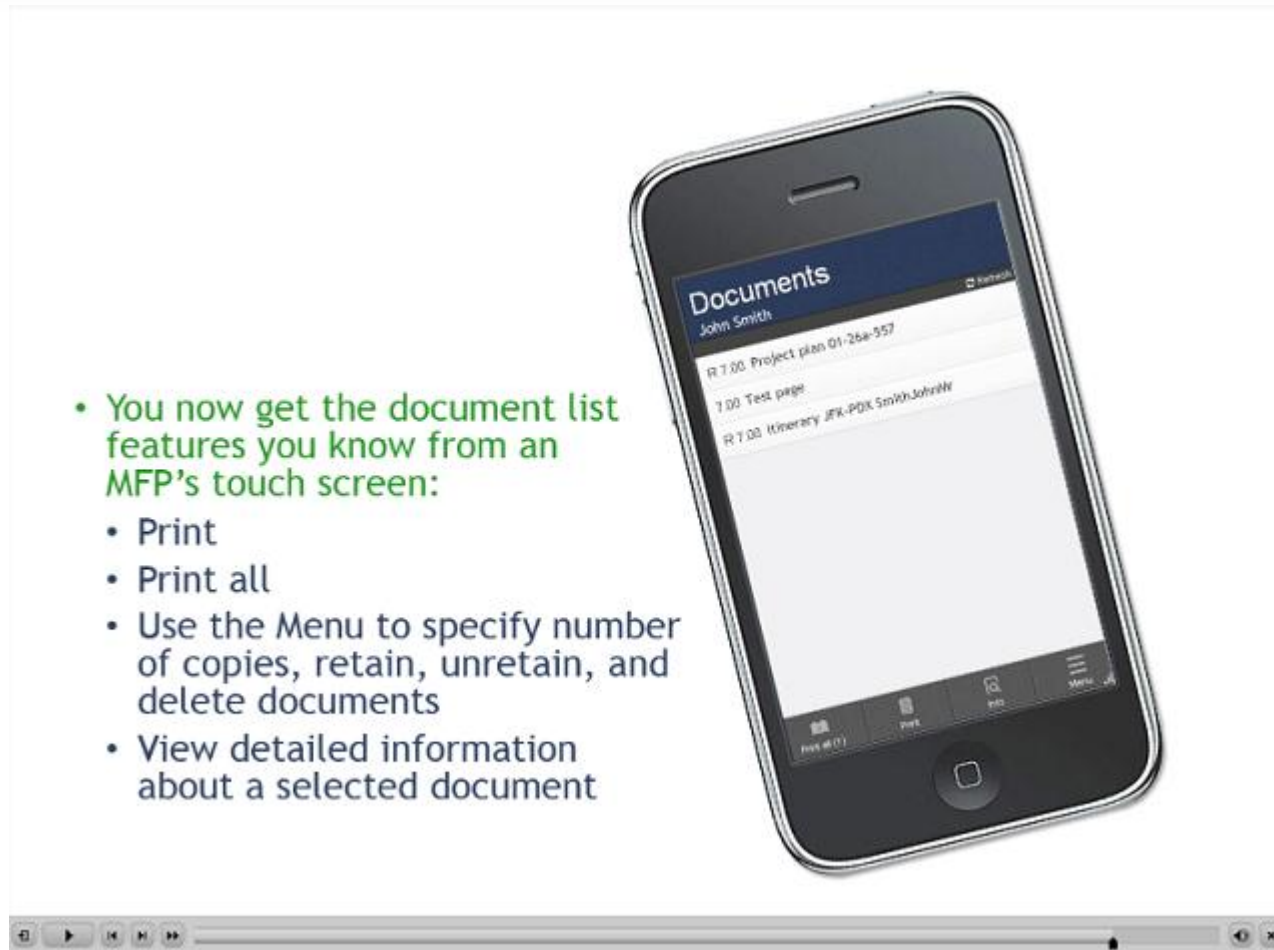
1. Register device in SafeCom Administrator
2. Right-click device and select Generate QR code



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

# Mobile Pull Print – Demo video available

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



# 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

# 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

# Smart Scan – How it works

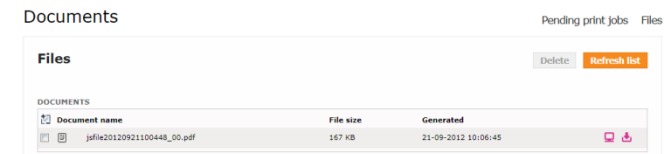
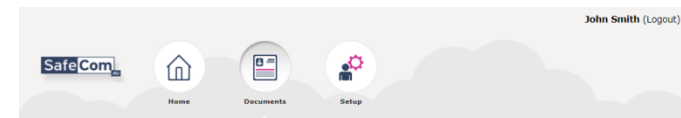
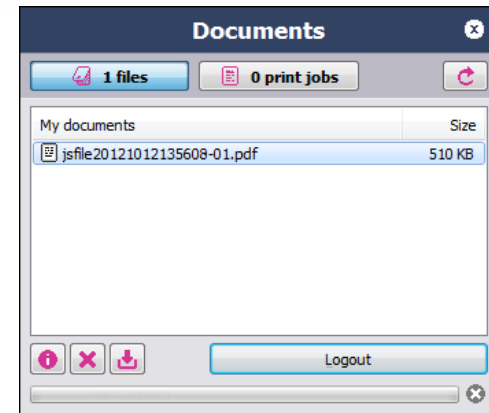


## SCAN

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.

# Nuance SafeCom Go Ricoh with Smart Scan

Ricoh device with Smart Scan

The screenshot displays the SafeCom web interface. At the top left, it shows the user's name and credit balance: "John Smith, 200 Credits". The top right features the "SafeCom.eu" logo. The main area contains four large, circular icons with corresponding labels: "Pull Print" (a person holding a document), "E-mail" (a paper airplane), "Send to Fax" (a fax machine), and "Smart Scan" (a scanner). A "Logout" button is located in the bottom right corner of the main area. The bottom status bar includes a "Screen Capture Tool" label, "System Status" and "Job List" buttons, and the date and time "23 OCT 2012 14:44".

# Smart Scan – SafeCom Web Interface



Retrieving the Smart Scan files via the SafeCom G4 Web Interface

The screenshot displays the SafeCom G4 Web Interface. At the top right, the user is identified as "John Smith (Logout)". The navigation bar includes the SafeCom logo and three main menu items: "Home" (house icon), "Documents" (document icon), and "Setup" (person and gear icon). The "Documents" section is active, showing a list of files. The list has columns for "Document name", "File size", and "Generated". A single file is listed: "jsfile20120921100448\_00.pdf" with a size of "167 KB" and a generation time of "21-09-2012 10:06:45". There are also "Delete" and "Refresh list" buttons.

**Documents** Pending print jobs Files

**Files** Delete Refresh list

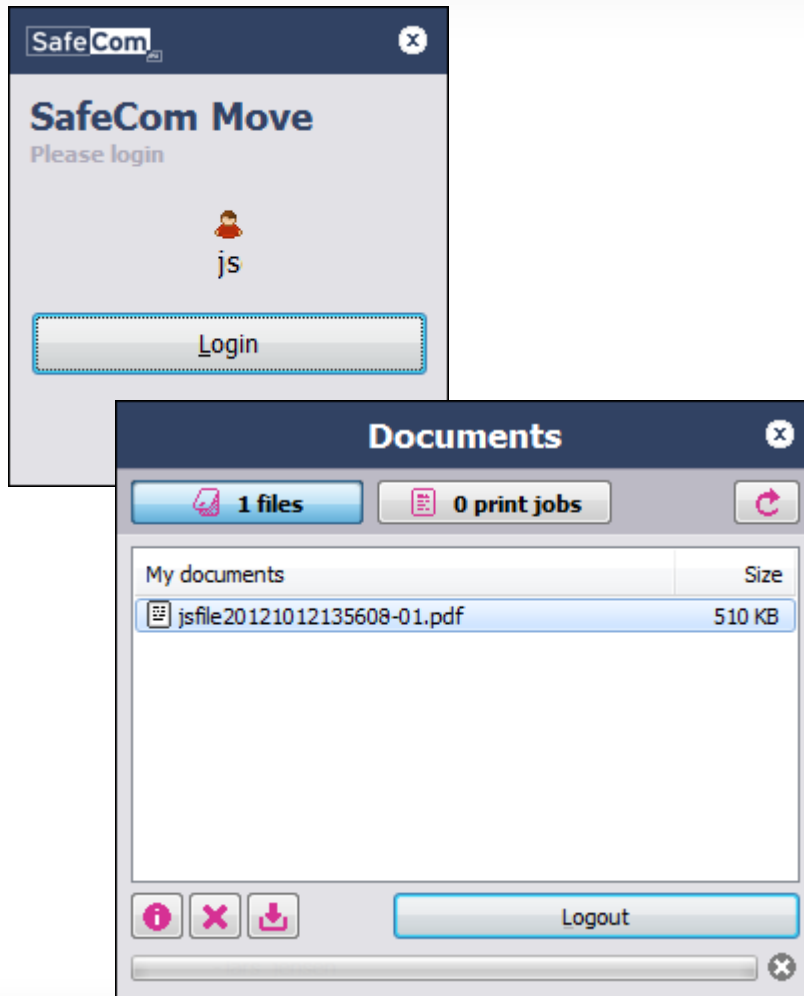
**DOCUMENTS**

Document name	File size	Generated
jsfile20120921100448_00.pdf	167 KB	21-09-2012 10:06:45

# Smart Scan - SafeCom Move



Retrieving the Smart Scan files via SafeCom Move on the user's computer



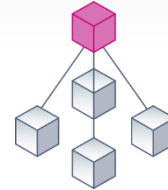
- SafeCom Move
  - Client tool that retrieves user's scan jobs and saves them in user's personal folder
  - Saves the user from visiting and downloading scan jobs via the web interface
- Authentication methods
  - SafeCom User logon and PIN code
  - SafeCom ID code and PIN code
  - Windows (User logon and password)



# What is new?

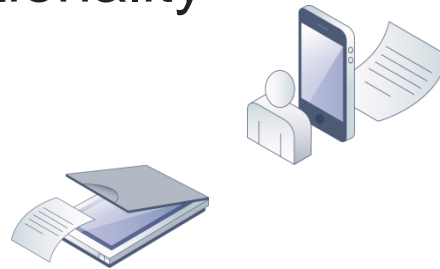
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- Smart Printer Driver



- Embedded Go functionality

- Mobile Pull Print
- Smart Scan



- Third party card readers



- Maintenance & Support

- Online training



# 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



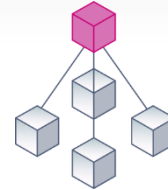
## Third party ID device issues

- 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

# What is new?

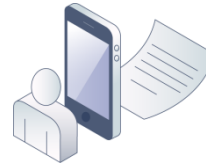
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# Maintenance 10% for HW and SW

- 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

# 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

# M&S renewal

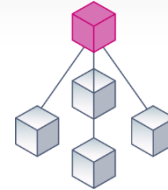
## Rules for renewing Maintenance & Support

- **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
- **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
- **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.

# What is new?

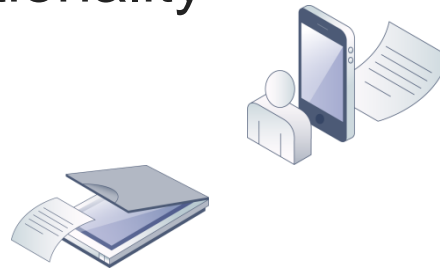
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# Nuance SafeCom online training

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





## Additional information

Where can I learn more about SafeCom G4

# Datasheets

## Updated datasheets



# NUANCE

The experience speaks for itself™

### DATASHEET

## Nuance SafeCom G4 Server

Control and Optimize your printer environment

Companies worldwide are experiencing the benefits of Nuance SafeCom Smart Printing™ - in terms of reduced costs and added efficiency. The Nuance SafeCom solution enables companies to reduce the number of printers, simplify administration and management, improve support, reduce waste and bring down operational costs. The Nuance SafeCom solution is a simple solution that is modular, easy to install, and easy to use from day one.

SAFECO  
Nuance  
Printing  
control  
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The G4  
any ser  
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Up-to-d  
any G4

SAFECO  
Network  
of print  
minimiz  
control  
Pending

user authenticates and collects the print job at any network printer. Only login and tracking information is sent to the SafeCom server.

### NUANCE

The experience speaks for itself™

**DATASHEET**

#### Nuance SafeCom G4 Server

Control and Optimize your printer environment

Companies worldwide are experiencing the benefits of Nuance SafeCom Smart Printing™ - in terms of reduced costs and added efficiency. The Nuance SafeCom solution enables companies to reduce the number of printers, simplify administration and management, improve support, reduce waste and bring down operational costs. The Nuance SafeCom solution is a simple solution that is modular, easy to install, and easy to use from day one.

Some key functionalities of the Nuance SafeCom Smart Printing™ solution:

- Secure Printing protects output and devices, and ensures confidentiality
- Central Administration of users and devices optimizes operations
- Rule Based Printing maximizes changes in user behavior, optimizes duplex and color printing, and helps reduce waste
- Efficient scanning provides simple and secure scans and receive functionality for users.

**SAFECO G4 SERVER**

The Nuance SafeCom™ solution is modular and can be configured and scaled to meet the requirements of any organization. Nuance Smart Printing™ features:

- Easy installation and administration
- Low-profile design of printers and print-couplers
- System overview with easy access to frequently used features
- Global solution with Unicode support
- Flexible design with possibility to store pending documents on users' computer or central servers
- Reduces the number of print servers
- Minimalist need for critical network bandwidth with branch functionality
- SafeCom Park Print Plus allows users to retrieve or retain documents through a web browser.
- Smart Printer Driver ensures a consistent output on all platforms.

**SAFECO ADMINISTRATION - CENTRAL ADMINISTRATION AND CONTROL**

The Nuance Administrator allows IT staff to centrally manage and control the entire printing environment, i.e. to add printers and MFPs. The admin staff to support the company's print-suites, remove cancelled jobs, or troubleshoot various issues from their central location. In addition they can set rules and policies to help reduce waste.

Many operations can be set for automatic processing, such as deletion of old jobs and status reporting. Companies can reduce the number of print-suites, or even create a single box for all printers, thereby simplifying administration, substantially as well as raising help desk efficiency.

**SAFECO G4 SERVER - MODULAR ENVIRONMENTAL BENEFITS**

The Nuance SafeCom G4 Server is a compact, modular design and easy to maintain. The Nuance SafeCom G4 Server is designed to be deployed in the company's network to allow employees to work with SafeCom.

**SAFECO GO - SECURE PRINTING AND ACCESS CONTROL**

SafeCom Go is a vendor specific solution that integrates with the MFP's user interface. It enables secure printing and controls access to print, copy, scan and e-mail activities. Users send their print and then log in at any company printer to collect documents. SafeCom Go is available for:

- Canon
- Fuji Xerox
- HP
- Konica Minolta
- Lexmark
- Lenovo
- Ricoh/BD
- Samsung
- Sharp
- Xerox

**SAFECO CONTROLLER - CONTACT ANY PRINTER**

SafeCom Controller is the vendor independent solution that interfaces with any registered printer or MFP. Printers and MFPs can be SafeCom enabled with the SafeCom Controller and a stand alone client module or SafeCom Color-Flow and a user-authentication module with built-in card reader.

**SAFECO SMART PRINTING™ - ADD BENEFITS**

Helps save with efficient use of the device administration of printers in remote sites with a SafeCom solution. Companies can minimize the need for network capacity, reduce the print control data to a low level, and the user authentication and control the print-coupler network. Only high and tracking information is sent to the SafeCom server.

**SMART PRINTER DRIVER - MULTI-GENERATION PRINT PROTECTION**

The SafeCom Smart Printer Driver ensures that all output is received exactly as intended. Also in multi-vendor environments, it allows the latest print-independent features to work at print-coupler. When the user logs onto an MFP, the system identifies the device type and only that user's job through the actual vendor dependent printer driver is copied to its destination. The Smart Printer Driver ensures that users can run even complex jobs on any printer. Quick installation, automatic setup functionality allows administrators to quickly and easily create their print-suites with automatic activation for each printer-vendor type.

**SYSTEM REQUIREMENTS**


SafeCom solution requires a minimum of 1GB RAM and a 100MB free space on the hard drive. The Nuance SafeCom G4 Server requires a minimum of 2GB RAM and a 1GB free space on the hard drive. The Nuance SafeCom G4 Server requires a minimum of 2GB RAM and a 1GB free space on the hard drive. The Nuance SafeCom G4 Server requires a minimum of 2GB RAM and a 1GB free space on the hard drive.

For more information visit [safecom.com](http://safecom.com)

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# Nuance SafeCom Product Overview

Updated version



## Nuance SafeCom Smart Printing

Product Overview



**30%**  
Saved

### Optimize print services and document security

Nuance SafeCom Smart Printing™ enables companies to reduce the number of required printers and bring down operational costs. Pull Print and Authentication turns network printers into personal printers, allowing companies to consolidate and rid themselves of assorted desktop devices. Users send their print and go to any network printer to authenticate and retrieve it.

### Manage printing and print safely

Nuance SafeCom Smart Printing™ is the solution most companies need to manage, control, optimize and secure their daily printing activities by providing:

- **Central Administration** of users, services and devices to optimize IT operations and support.
- **Expense Tracking** to continuously monitor print activity, pin-point problem areas up-front, forecast and optimize expenses.
- **Access Control** by adding Authentication at the printer to protect devices from unauthorized use of print, scan, fax functionalities.
- **Confidential Printing** because Authentication with Pull Print ensures that prints are always delivered only into the right hands.
- **A modular approach** offering a wide suite of flexible modules and add-ons to create the exact tools.

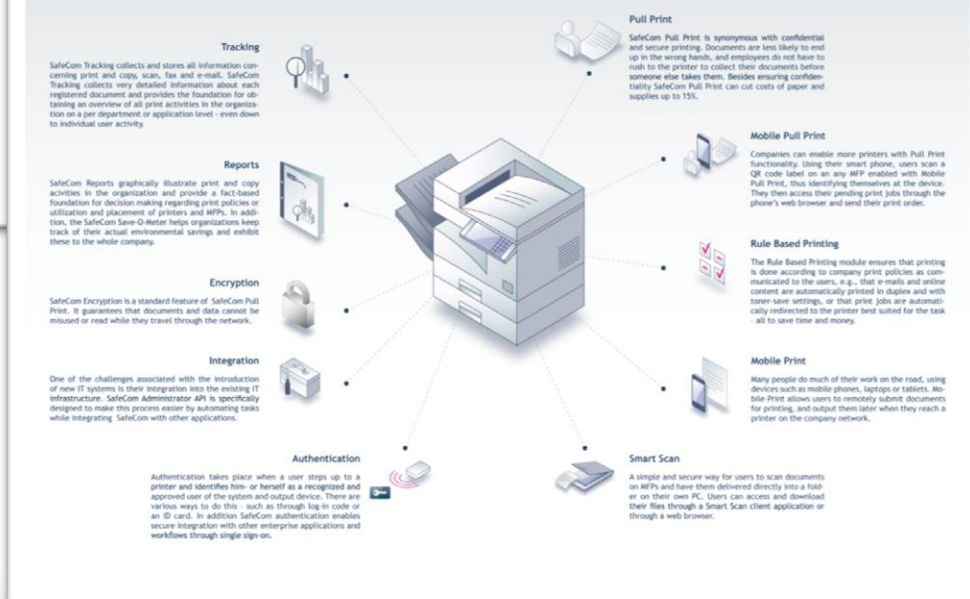
TURISMO DE PORTUGAL

"With the new print solution we know how much more efficient our management has become. Our employees can use several features in one print device and report that this has increased their productivity."

### A benefit to the entire organization

<h4>Overall company benefits</h4> <p><b>Reduce print costs by 30% or more</b></p> <p>Pull Print lets users decide which documents to print or delete, while forgotten print jobs are deleted automatically, saving the company 15% on wasted paper and toner. Managing print policies through the optimization of duplex and color printing saves the company an additional 15%.</p> <p><b>Protect output and devices</b></p> <p>Ensure that users can print their documents safely, anytime and anywhere at the printer of their choice. User authentication prevents the unauthorized use of network MFPs.</p> <p><b>Eliminate waste</b></p> <p>Pull Print, authentication and policy compliance will eliminate waste and reduce consumable usage dramatically - 30% at least.</p>	<h4>IT department</h4> <p><b>Simplify print infrastructure</b></p> <p>Consolidation of printers and print servers reduces support and maintenance costs. In the process, companies standardize printer fleets and rationalize infrastructure improving efficiency and procurement processes.</p> <p><b>Improve Help Desk efficiency</b></p> <p>Consolidation, combined with central administration of users and devices, makes the task of supporting users much easier for IT. At the same time, users experience a higher level of support and service.</p> <p><b>Free-up IT resources</b></p> <p>Print infrastructure consolidation and effective tools to manage printers and users will result in less time spent on administration and support, freeing up IT resources for more strategic projects.</p>
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### Enhance print services with SafeCom Smart Printing - Modular, Secure and Simplified



#### Tracking

SafeCom Tracking collects and stores all information concerning print and copy, scan, fax and e-mail. SafeCom Tracking collects very detailed information about each requested document and provides the foundation for obtaining an overview of all print activities in the organization on a per department or application level - even down to individual user activity.

#### Reports

SafeCom Reports graphically illustrate print and copy activities in the organization and provide a fact-based foundation for decision making regarding print policies or utilization and placement of printers and MFPs. In addition, the SafeCom Save-Q-Meter helps organizations keep track of their actual environmental savings and exhibit these to the whole company.

#### Encryption

SafeCom Encryption is a standard feature of SafeCom Pull Print. It guarantees that documents and data cannot be misused or read while they travel through the network.

#### Integration

One of the challenges associated with the introduction of new IT systems is their integration into the existing IT infrastructure. SafeCom Administrator API is specifically designed to make this process easier by automating tasks while integrating SafeCom with other applications.

#### Authentication

Authentication takes place when a user steps up to a printer and identifies him- or herself as a recognized and approved user of the system and output device. There are various ways to do this - such as through log in code or an ID card. In addition SafeCom authentication enables secure integration with other enterprise applications and workflows through single sign-on.

#### Pull Print

SafeCom Pull Print is synonymous with confidential and secure printing. Documents are less likely to end up in the wrong hands, and employees do not have to rush to the printer to collect their documents before someone else takes them. Besides ensuring confidentiality SafeCom Pull Print can cut costs of paper and supplies up to 15%.

#### Mobile Pull Print

Companies can enable more printers with Pull Print functionality. Using their smart phone, users scan a QR code label on an any MFP enabled with Mobile Pull Print, thus identifying themselves at the device. They then access their pending print jobs through the phone's web browser and send their print order.

#### Rule Based Printing

The Rule Based Printing module ensures that printing is done according to company print policies as communicated to the users, i.e., that e-mails and online content are automatically printed in duplex and with toner save settings, or that print jobs are automatically redirected to the printer best suited for the task - all to save time and money.

#### Mobile Print

Many people do much of their work on the road, using devices such as mobile phones, laptops or tablets. Mobile Print allows users to remotely submit documents for printing, and output them later when they reach a printer on the company network.

#### Smart Scan

A simple and secure way for users to scan documents on MFPs and have them delivered directly into a folder on their own PC. Users can access and download their files through a Smart Scan client application or through a web browser.

# Nuance SafeCom Smart Printing

NEW!

SafeCom



## Nuance SafeCom Smart Printing

Cost control, confidentiality and improved document handling



30%  
Saved

### Stop wasting and start saving today

The symptoms are easy to see - unclaimed print-outs lying near the printer waiting to be trashed - or even worse, picked up and read by the wrong people. Or many scattered private desktop printers, which drain the budget with their high ink and maintenance costs.

Waste, rising costs and security risks are common headaches in traditional printing environments.

Luckily, it's not difficult to put a stop to wasteful printing. With the right tools, companies can rapidly reduce their print costs by over 30% while ensuring document security and improving document handling at the same time.

Nuance SafeCom Smart Printing is easy-to-use and easy-to-deploy print management solution that brilliantly and with high impact targets common problem areas - by assisting companies to:

- **Optimize the printer fleet**  
Reduce number of printers
- **Influence user printing behavior**  
Optimize duplex and color printing
- **Dramatically reduce paper/toner usage**  
Pull Printing and print rules
- **Strengthen IT print management**  
Centralize administration of users and devices
- **Establish confidential printing**  
Authentication and Pull Print
- **Simplify document handling**  
Print anywhere, scan and share documents

### Optimize the printer fleet

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**Pull Print and Authentication** turns network printers into personal printers, allowing companies to consolidate and rid themselves of assorted desktop devices. Users send their print and go to any network printer to authenticate and retrieve it.

**TURISMO DE PORTUGAL**

"With the new print solution we know how much print each department, school or casino generates so our management has become much more efficient. Our employees can use several features in one print device and report that this has increased their productivity."

Hugo Sousa, director, Technology Department, Turismo de Portugal

20%  
Saved

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2. **Essential Tracking** to continuously monitor print activity, pin-point problem areas up-front, fine-tune and optimize even more.
3. **Access Control** by adding Authentication at the printer to protect devices from unauthorized use of print, scan and fax functionalities.
4. **Confidential Printing** because Authentication with Pull Print ensures that prints are always delivered only into the right hands.
5. **A modular approach** offering a wide suite of flexible modules and add-ons to create the exact solution you need today - with expansion options for tomorrow.

### Save 30% or more

#### Reduce consumable usage and waste

Nuance SafeCom Pull Print and Rule Based Printing functionalities eliminate those piles of unclaimed prints, reduce toner usage, and promote sustainable printing - together saving your company 30% or more.

#### Users decide what they output - save 15%

With Nuance SafeCom Pull Print, users decide which print jobs to print or delete. In combination with auto-deletion of forgotten print jobs, this can reduce paper and toner costs by up to 15%.

#### Motivate and manage - save 15%

Nuance SafeCom Rule Based Printing enable management of changes in user behavior through optimization of duplex and color printing usage - reducing waste and saving up to 15%.

#### Up and running in a single day

Nuance SafeCom Smart Printing is a simple, affordable, and easy-to-deploy solution. It's a solution devoid of extensive analysis undertakings, budget-breaking consultancy costs, or resource draining IT integration projects. Why? Because it is:

**Modular and ready to install** in multivendor environments. The modular approach is based on building blocks of highly versatile and advanced print management tools and allows you to pay as you grow your Smart Printing solution.

**Vendor independent** due to innovative, contemporary and flexible back-end technologies, such as the Smart Printer Driver that ensures output is delivered as expected no matter the device or model.

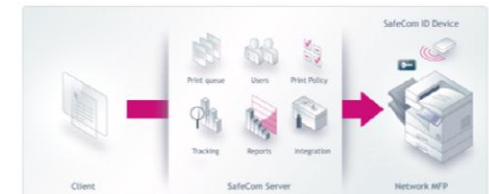
### Improve document handling and efficiency

#### Save time and print more conveniently

Pull Print and Authentication allow you to retrieve your prints when convenient - either just down the hall or at a remote office abroad. No more print and sprint after every print job to get your documents before they are lost or gathered by someone else. Send your prints all morning and output them in one-go after lunch. Mobile Print lets you send your prints while on the road from your mobile phone, tablet or laptop.

#### Scan-to-folder made easy

The Nuance SafeCom Smart Scan functionality provides simple and efficient scan-to-folder without traditional methods that strain the email server or require complex server log-on protocols at the MFP. Smart Scan lets users easily scan and later access all their own scanned documents through either a web browser or the Smart Scan Client on their PC.



A SafeCom-enabled network printer allows users to send prints and then authenticate at any printer to collect it.