## LOADBALANCER

# US federal agency improves the availability and performance of Kofax print management solution

With over 1,000 employees printing and scanning thousands of documents every week, a US agency responsible for water resource management cannot afford any downtime in its centralized print management and scanning systems. So when it selected new document management solutions from Kofax, it also acquired load balancers from Loadbalancer.org to improve the availability and performance of its core printing and scanning services.

## KOFAX

*We are aiming for 100% availability from our Kofax printing and scanning solutions and Loadbalancer.org is helping us to achieve this.*"

**Print Support Specialist, US agency**

## Challenge

- Achieve high availability for new Kofax printing and scanning solutions

## Solution

- Loadbalancer.org Enterprise VA R20

## Partnership Benefits

- Easy to deploy, with free consultancy support

- Improved availability of printing and scanning services

- Faster printing and scanning for users

- Affordable licensing cost

## Challenge

This US federal agency is responsible for managing water resources, including irrigation, water supply and hydroelectric power generation. While the organization's use of printers has declined significantly over recent years, it still prints over four million documents a year.



In particular, engineers frequently need to print technical drawings, project specifications and reports relating to dams, waterways and other major engineering projects. The agency planned to implement a new print management solution, Kofax Output Manager, as well as a new scanning and document management application, Kofax AutoStore. In light of the high usage of printers and scanners throughout the organization, senior managers insisted that these new software solutions be installed with a load balancer, to maximize the availability and performance of printing and scanning services.

> *Loadbalancer.org speeds up the processing of large printing and scanning jobs, by dividing tasks between two servers. Employees don't have to wait so long for their documents, which improves their productivity.*"

## Solution

Initially, the agency tried to set up the Kofax solutions with its existing load balancers, but this approach proved both over-complicated and unsuccessful.

"The Kofax products should have worked, but didn't for us," according to the agency's Print Support Specialist. "The configuration was too complex, and we didn't have the time or expertise in house to figure it out." Instead, the agency selected virtualized load balancers from Loadbalancer. org and found the installation incredibly straightforward. The organization took advantage of Loadbalancer.org's professional services to get step-by-step guidance on how to best configure the Loadbalancer.org solutions to support

the Kofax products. It also benefited from demo versions of the Loadbalancer.org solutions, which enabled thorough testing before a purchasing decision was made.

## Results

The virtualized Loadbalancer.org solutions were extremely easy to set up, thanks to the consultancy-led support provided by Loadbalancer.org. "The consultant talked us through every step in the configuration, making it very easy for us to get up and running," the agency's specialist said.

By using Loadbalancer.org solutions in conjunction with Kofax printing and scanning products, the federal agency can deliver a more available printing and scanning service for its 1,000+ employees. The Loadbalancer.org solutions balance traffic across two servers and, in the event of a failure on one server, would automatically direct all traffic to the alternative, to provide an uninterrupted service for users. The agency's Print Support Specialist confirmed: "We are aiming for 100% availability from our Kofax printing and scanning solutions and Loadbalancer.org is helping us to achieve this," The Loadbalancer.org solutions also improve the user experience by speeding up printing and scanning tasks. "In the past, when multiple people were scanning long documents simultaneously, we used to get backlogs of two or three hours," the specialist said. "Loadbalancer. org speeds up the processing of large printing and scanning jobs, by dividing tasks between two servers. Employees don't have to wait so long for their documents, which improves their productivity."

According to them, the Loadbalancer.org products are an affordable option for government organizations, when compared to alternative load balancers on the market. "If we had to purchase another vendor's load balancers just for printing and scanning, the cost would have been prohibitive," they added. "In contrast, I was able to get the budget approved for the Loadbalancer.org licenses pretty easily."

### About Loadbalancer.org

Loadbalancer.org's mission is to ensure that its clients' businesses are never interrupted. The load balancer experts ask the right questions to get to the heart of what matters, bringing a depth of understanding to each deployment. Experience enables Loadbalancer.org engineers to design less complex, unbreakable solutions - and to provide exceptional personalised support.