



Summary of Contract:

CTI provided an end-to-end Managed Print Services solution with integrated authentication, Pull Print Software, Cloud Fax Over IP and scan with Office 365 Exchange services, device with maintenance with supplies purchase and monthly software licensing.

The Challenge:

The United States Pharmacopeia (USP) has the mission of improve global health through public standards and related programs that help ensure the quality, safety, and benefit of medicines and foods. The customer is located in a premium office space building in Rockville Maryland and had over 250 devices ranging from simple fax machines, network printers and multi-functional devices (MFD) in a mixed manufacturer environment. Due the nature of information USP produces and manage there was a potential security concern as no authorization procedures or hardware existed to protect the submission and releasing of printing and scanning documents, faxing posed the same security flaws besides being a very expensive document transmission/reception method. In addition the client initiated the process of renovating the entire headquarters building and found they were accumulating printing supplies for several brands and models even if they have been discontinued. This combined with an challenging ordering system limited the valued physical space available and took the supplies spending to an inefficient level, the situation called for an optimization plan.

United States Pharmacopeia (USP)

Type and Vertical:	Commercial Account - Pharmaceutical
Period of performance	11/01/2015 to 10/31/2020
Place of performance:	Maryland
Contract Total:	Under \$1M

The Solution:

CTI started the optimization process implementing convenient authentication, CTI used the customer existing ID cards required for accessing the building as user identification and built an Active Directory integrated authorization system with initial two factor authentication, CTI then implemented secure print to a single print queue and secure scanning to email leveraging Office 365 encryption.

CTI created a procedure for standardizing the device fleet installing several departmental multifunction devices per floor with the same characteristics reducing the variety of supplies needed, all devices were hardened and updated to the latest firmware

version, then a monitoring system has been implemented which provides proactive alerts when the consumable runtime is near to the end and also provides automated and on-demand usage reports from a web interface.

To replace the fax machines fleet an integrated cloud fax solution was employed, faxing takes the email from the authenticated user and provides a delivery report for every document sent, additionally it provides users the ability to send a fax by email reducing the amount of paper and supplies required.

To eliminate ineffective ordering, a maintenance contract was introduced where supplies will be delivered on time and all service request are managed by one provider providing one bill.

Results:

CTI Implemented solution brought numerous benefits and positively impacted how the customer operates, security took a predominant place in the new workflow providing peace-of-mind to users and network security managers. Print, scan, and fax operations require authentication are now subject to audit. CTI reduced the total number of devices and supplies which gave the customer access to more physical space. Finally, by implementing a managed print maintenance contract CTI helped to reduce drastically all operation costs.



CTI Integrated RFID Convenience Authentication