



## PSG: Loftware's Professional Services Group

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Bringing Real-World Experience to Problem Solving and  
TroubleShooting in Label-Printing Environments



**LOFTWARE**

WHITE PAPER

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## **WHO ARE WE?**

A group of diversified professionals brings years of real-world experience to problem solving and troubleshooting in label-printing environments. Professional Services Group (PSG) will provide you with the expertise needed to insure a successful label printing solution.

## **WHAT CAN WE DO FOR YOU?**

### **Consultation**

It all starts with a good plan. Designing and implementing a label printing solution in today's technology environment is a complex task that only experts can perform quickly, whether it involves new barcodes or the various issues of smart labels and RFID.

Many companies are decentralized across multiple locations, with data required for label printing residing in multiple databases.

Compliance requirements for labeling, shipping logistics, integration with supply chain applications, and evolving standards require advance planning and a thorough understanding of all your labeling requirements. We've been there and done that. PSG can help you design a label printing solution that avoids the pitfalls and lets you meet your specific timing and deployment requirements while saving time and money.

### **Support**

PSG analysts are also available after the sale to provide essential expertise in installing, implementing, monitoring and managing your label printing environment.

### **Employee Training**

You pick the best approach for you. Loftware offers classroom-based training, and even on-site training. Classes are held quarterly in our 3000 sq. ft. training facility. On-site training is available on request providing group training in the user's own labeling environment. The varied curriculum covers every aspect of Loftware labeling products and technologies.

### **Supply Chain Analysis**

PSG can help determine the most effective strategies to maximize productivity in your mission-critical label environment. Careful planning regarding printer selection and distribution, load management, network management, Internet printing solutions and backup and failover strategies can help streamline your supply chain process.

### **Configuration Services**

Experienced professional support for label design, label conversion, hardware requirements and configuration, network set-up, device and device connections, serialization, formulas and filtering can all contribute to a more effective label solution.

### **Performance Analysis**

High speed, high volume environments can benefit from the field-tested solutions PSG offers to help you maximize productivity and increase efficiency across your label printing environment."

### **Custom Implementation and Integration**

Many companies require more than just an out-of-box solution and look to PSG to provide custom implementations designed to meet their specific corporate or industry requirements. Specific projects include analyzing requirements for high-volume production environments, clustering/failover/backup solutions and environmental requirements such as temperature/humidity control. Other projects also include custom label designs to meet compliance standards for Wal-Mart, DOD or other vendor-specific compliance standards. Additionally, PSG can provide expertise in extending your bar code labeling solutions to include RFID, Internet-based printing solutions, and multinational or multi-language print environments. Whatever your custom needs, PSG can provide the experience and field-tested solutions to meet the most exacting requirements.

### **Training + Services = Optimal Solution**

Loftware—a robust enterprise solution—can drive hundreds of printers and thousands of print requests a day. This is just what “Customer X” needed. Two months into production, the hard drive on their production server running the LPS failed, halting production at a time when they were averaging over 5,000 labels a day on almost 100 printers. After 48 hours of work they finally had a new server reconfigured and running with LPS. It took Customer X more than a week to catch up on production.

Loftware offers a three-day, on-site advanced training course that includes strategies for backup and failover, including clustering, emergency licensing mode and our backup and restore utility. Had “Customer X” enrolled in our training course and utilized our PSG to review their plans and assist in implementation, they would have better understood the differences between these solutions and how a little extra time and planning could have prevented this disaster. PSG is there to ensure your environment is properly planned and protected, so you don’t miss a beat.

## **CASE STUDY**

### **Problem**

A major Midwestern manufacturer in the home-improvement industry recently engaged PSG to review the labeling environment at multiple manufacturing facilities. It was discovered that the company’s numerous printers, some attached to specific workstations and some networked, were spread over departments and were only accessible by specific employees. The sites were further separated by departments where specific printing requirements were needed in manufacturing and distribution. To print labels, the existing system required an employee from a specific department to physically work at the PC where the printer resided. It also required the employee to select the proper label format and retrieve required data from their AS/400 and Oracle systems.

The customer had multiple regional sites and wanted the printing solution developed to be deployable throughout the organization. They also wanted to simplify the overall printing process, reduce the high rate of re-work, and prepare for potential RFID needs.

### **Solution**

A PSG analysis of their current business processes and the costs associated with waste and re-work suggested a centralized, web-based solution. Utilizing the Loftware Premier Print Server and its integrated .NET control, PSG designed a web-based solution that allowed employees to log in to a webpage from any PC on the network.

Based on the login credentials, the system would determine the department (manufacturing or distribution), allow selection of the desired label format, determine available printers, allow manual data entry or perform dynamic database lookup from multiple locations, and provide a print label preview prior to the operator generating the print job.

Authorized users can also configure additional printers, create new label designs, modify existing label templates, add new departments and users, view printer and job status and re-submit jobs from any authorized PC on the network.

The fully redundant solution was successfully implemented across the regional sites, allowing printing for up to 350 printers and positioning the company to seamlessly begin adopting RFID technology.

## TESTIMONIES

*“Great support as usual. You have an excellent rating in my opinion”*

– Ted Sheldrake, Goodrich Corp.

*“I wish more companies had your level of service in the technical area.”*

– Sharon Hill, Respirationics

*“Quality of service is #1 to me because we have to get our products out the door on time to satisfy our customers.”*

– Gerry Ross, MAHLE Engine Components, Canada