

Advanced workflow technology to improve quality and reduce cost.



IBM InfoPrint Workflow

infoPrint

The flow of information is the lifeblood of corporations. Getting that information printed in all its various guises consumes approximately 10%¹ of a corporation's gross revenues. And all the process behind the printing accounts for about 90%¹ of that cost. You can significantly affect your bottom line by actively managing the creation of documents, handling revision control, assuring quality, improving distribution efficiency, automatically generating reprints and maximizing the productivity of your printer investment.

Improved Efficiency

IBM® InfoPrint® Workflow, combined with InfoPrint Manager, can improve the manageability and efficiency of your printing and mailing processes. You can submit diverse file types to a single system to be managed, printed, finished, stored and reprinted quickly and efficiently. You can manage the entire print shop, from file submission to final print and through the post-processing devices, through InfoPrint Workflow's graphical user interface.

IBM InfoPrint Workflow

- Manages the flow of work across multiple process operations and devices

- Automatically detects and reprints if the work flow is interrupted
- Collects process, job and mailpiece data, as well as device and operations data, for real-time and historical use
- Improves the efficiency of the printing and fulfillment processes and can help ensure excellent product quality
- Is designed to be scalable. You can install it today and grow and adapt it as your business requirements change

Controlled Manufacturing Process

InfoPrint Workflow turns your printing operation, from the print application through distribution, into a controlled manufacturing process. As work flows through this production system, InfoPrint Workflow properly schedules and tracks for each step.

InfoPrint Workflow consists of three major components: a DB2 relational database management system, one or more Workflow Managers, and a highly configurable Graphical User Interface (GUI).

The DB2 database provides the means for scheduling and tracking processing steps. As a work item is processed, its attributes are updated in the relational database tables.

Highlights

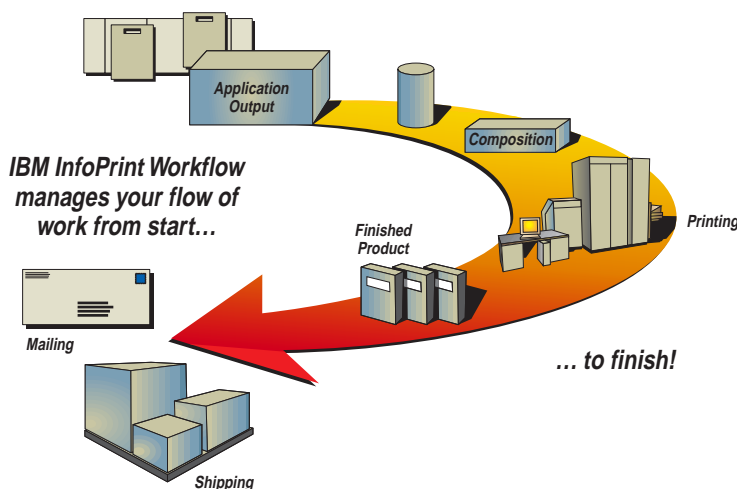
- **Integrates with InfoPrint Manager to provide a total solution for cross-industry, enterprise-wide printing and finishing process management**
- **Automated tracking of output from creation to mailing or other distribution**
- **Automated recovery and reprint to piece level**
- **Installation-wide monitoring of printers and pre- and post-processing devices**

The Workflow Managers use these attributes to control and monitor the process. Updating the attributes logically allows the work item to be scheduled by the next step. As the job moves from step to step, tracking information is sent to the server.

The GUI client enables you to control the system. It includes, for example, real time status of every process and job in the system, graphical shop floor displays and charting of report data. You may configure and customize the GUI to meet your reporting and operations management requirements.

Sample Process Flow

Your business is unique and IBM Printing Systems solutions architects can tailor InfoPrint Workflow to meet your specific needs.



A sample flow begins with the Workload Manager, running on the designated primary server. This process monitors the file system for the appearance of new print jobs. When it detects one, it creates entries in the DB2 database and then assigns the job to the appropriate print server to balance workload across print devices.

Many print jobs require conditioning in order to track them properly through the output process. Some may require data stream conversion, for example, from line data, PostScript®, Xerox or PCL to AFP™ data. The Conversion Manager invokes the software to convert to AFP, and then inserts special AFP records to indicate boundaries between pieces. The jobs are then placed on the Print Ready Queue.

Jobs are listed in the Print Ready Queue with priorities set according to easily tailorable, installation-specified scheduling parameters. Job selection will typically be automatic, with printer processes selecting jobs from the queue and printing them without operator intervention.

When a job has completed printing, it can be sent to the Quality Queue. The quality control clerk enters the job, typically by scanning a bar code on the job header or trailer page, to indicate that the job is ready to send to a finishing operation, such as an inserter or binder. If there is a problem, the clerk can tell InfoPrint Workflow to reprint the piece or the entire job.

After quality control, the print job moves to the finishing operation. The Finishing Manager monitors status and creates lists of documents to be reprinted based on data from the finishing device or operator.

The Reprint Manager uses the reprint list to extract from the print job the appropriate pieces for reprinting.

After successful reprinting of the required items, the Archive Manager can be invoked to archive the files based on your defined criteria.

Finally, the Cleanup Manager deletes the AFP files and control table entries, cleans up reprint files as necessary and creates a summary record about the processing of the print job.

Enterprise Workload Management

Printers and pre- and post-processing equipment can be linked through a Local Area Network (LAN) to InfoPrint Manager servers. These enterprise servers, in turn, are all managed by InfoPrint Workflow, which distributes the workload to optimize use of the devices.

Instant Information

With InfoPrint Workflow monitoring fully integrated into your printing operations, you can manage your total print process from a single GUI. You will know how much time is spent in every process step, the utilization and reliability of each device, whether any devices are in need of supplies or maintenance, or operators are in need of additional training. This gives you insight into your operation that will help you reduce costs and improve quality.

Information Leads to Opportunities

Using InfoPrint Workflow and the information it provides, you can make your processes even more effective. For example, you

might distribute print to multiple locations but manage it centrally, thus ensuring the integrity of the pieces.

You can institute one-to-one marketing by inserting appropriate materials into your mailings based on selection criteria.

Books can be printed on demand and bound with full-color covers printed on an IBM InfoPrint color printer, all under the control of InfoPrint Workflow.

You may even find unused capacity that offers new business opportunities.

Summary

IBM InfoPrint Workflow, together with InfoPrint Manager, provides a complete solution for printing and output workflow management. It is a robust, feature-rich system that we customize to your processes to increase productivity within your printing environment. The improved quality and integrity of printed products can help enhance your customer's satisfaction and give you an edge over the competition.

Order Today for Fast Results

InfoPrint Workflow is available as a services offering from the IBM Printing Systems Company. It is easy to install an entry level system that provides automatic job tracking and device monitoring. Our professional service consultants work with you at your site to perform the installation, customization and training associated with these and more sophisticated systems.

For more information or to schedule a consultation, contact your IBM Printing Systems Company marketing representative or send a note to psmail@us.ibm.com.



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IBM InfoPrint Workflow at a glance

Standard Software	— InfoPrint Workflow Server — InfoPrint Workflow Client GUI
Co-requisite Software	— InfoPrint Manager
Optional Components	— Book Print Manager — Distribution Manager
Server Requirements	— IBM RS/6000® with AIX® operating system or IBM PC with Windows™ NT™
GUI System Requirements	— IBM PC with Windows 95™ or Windows NT and TCP/IP LAN connection

¹ CAP Ventures estimate, 1998.

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