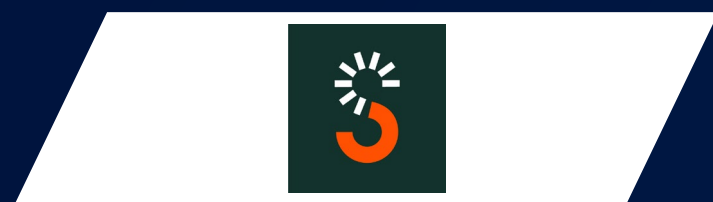


On Track to Secure Cloud Printing: Why Spordrift AS Picked Printix as Its Cloud-based Print Management Solution

Case Study

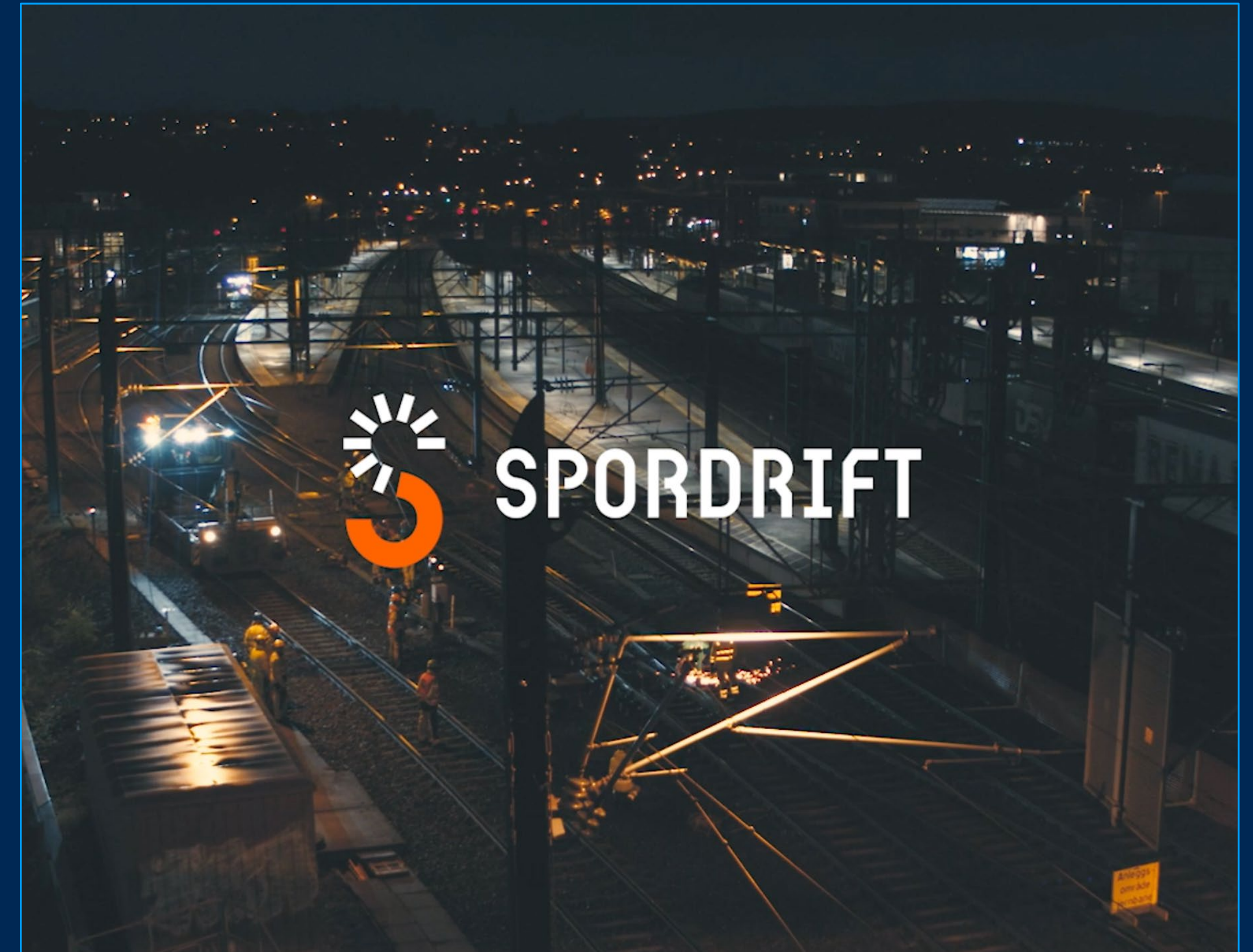
TUNGSTEN
AUTOMATION



Case Study

On Track to Secure Cloud Printing: Why Spordrift AS Picked Printix as Its Cloud-based Print Management Solution

Cloud print management service, Tungsten Printix, provides secure cloud-based printing across 50 sites for Norwegian civil engineering company Spordrift.



"A model IT environment based in the cloud was the goal. This infrastructure included Microsoft 365 and, importantly, a modern print solution."

Kjell Espen Leirvaag,
Leader IT Operations for Spordrift



ABOUT SPORDRIFT AS

Spordrift AS, with a head office in Oslo, Norway, is a civil engineering company formed after the Norwegian Railway Reform. This change saw the Norwegian National Rail Administration discontinued and split into the Norwegian Railway Directorate and Bane NOR.

In 2019, 1,223 employees were transferred from Bane NOR to create Spordrift, making this new entity Norway's largest player in the operation and maintenance of railways. Spordrift now competes on contracts from Bane NOR, across the ten competitive train lines across Norway.

Executive Summary

Spordrift was formed from Bane Nor and as part of this transition, the Spordrift retained 1,223 staff members, some of whom now work from shared offices with Bane Nor staff. As part of the new company structure, a dedicated cloud-based IT infrastructure was set up. This infrastructure had to service the 50 Spordrift sites at points across the main train lines in Norway.

The resultant IT infrastructure model was referred to as "Track Drive". At the core of the Track Drive, IT solution, included Microsoft Azure with Azure AD, Microsoft365, and Office 365, as well as devices managed through Intune. Printix was chosen as the cloud-print management system within the Track Drive infrastructure. In a collaborative deployment effort involving system integrator Sopra Steria and Printix, the Spordrift team rolled out printers to all 50 offices.

"Printix was a smooth rollout and deployment."

Kjell Espen Leirvaag,
Leader IT Operations for Spordrift

From Spordrift model requirements to Oslo and beyond

Developing the project involved an initial extensive and highly organized requirements gathering exercise. This allowed the team to explore many aspects of the print needs of the 50 sites. This included the type of printers, print volume, the types of issues with printing, investigation of problems, network status, scanning needs, guest print function, etc. This exploration of needs provided the Spordrift team with a deep perspective on what types of features and functions the company needed from a print management solution.

After the initial evaluation of competitors in the space, Printix was chosen as it met the requirements list. Some of the key features of Printix that met Spordrift's requirements included:

- Cloud-based, Software as a Service (SaaS)-based printing service
- Scalable
- Does not require traditional print servers
- Does not require VPN connections or software
- Mobile print option via an app
- Support for integration with Azure Active Directory for authentication and authorization of users.

Spordrift began the rollout of Printix with a test deployment at the company's main office in Oslo, before rolling out the solution across the company's 50 sites.

A feature of Printix that Spordrift's userbase embraced has been the secure print release option. Kjell Espen Leirvaag, Leader IT Operations at Spordrift told Printix that:

"Secure print is an important feature. Using the Printix App, allows users to choose from multiple printers and pick up the print job after scanning a QR code with their smartphone. This helps to ensure that print jobs are only picked up by the authorized user."

Printix is now used as the print service in locations with dedicated Track Drive networks.

Creating zones along the tracks

In some locations, Spordrift continues to share office space with Bane Nor. This requires that printing and other services are isolated, and access to print services, secured. The Track operation's network contains clients and printers

located in two different security zones. Each location has its own network with separate infrastructure and on-premises gateways to the internet. The internet is used as a carrier, traffic is not routed between locations. Track operations does not have its own data center or production of services in its own network, nor does it have any servers running in the cloud.

Track operation's need for a cloud-based and scalable infrastructure meant that Printix was the ideal print service in locations with dedicated Track Drive networks.

The Printix solution processes printing directly from clients to print device without sending print data to the cloud; no data is stored except as a logical print queue. This reduces the potential for data leaks or exposure.

A key Spordrift requirement for the print management solution was that it had to be user-friendly and always meet the needs of different users in the system. Spordrift Track operation chose Printix for the company's secure cloud print management, making Printix its primary solution for printing on the Track Drive platform.



"Being a cloud-based solution was important as was being able to isolate printing in a shared office space."

Kjell Espen Leirvaag,
Leader IT Operations for Spordrift

About Tungsten Automation

Tungsten Automation, formerly Kofax, is the global leader in intelligent automation solutions with a trusted legacy of nearly 40 years, with a team of 2,000+ employees in 40 countries, serving 25,000+ global customers. Our dedication to innovation and customer success has earned us industry recognition, including being named a leader in Intelligent Automation (IA), Intelligent Document Processing (IDP) and Process Orchestration by top analysts. We are trusted to help businesses gain unprecedented efficiencies and reduce costs through AI-powered workflow automations that propel their businesses into the future.

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