OpenText™ Output Manager

Easily manage business-critical print output to any device or destination

OpenText Output Manager (formerly known as Vista Plus® Output Manager) automates the print process and provides assurance of delivery at the right time in the right format to the right device. Output Manager allows you to control and monitor delivery of content to printers and other destinations across the enterprise. It enables you to correctly format documents such as statements, invoices, pick lists, bills of lading, and financial reports.

Output Manager ensures timely delivery of business documents, regardless of the operating system or application that generated it, and distributes jobs to any Internet protocol (IP) accessible device—printer, fax server, mail server, file transfer protocol (FTP), content repositories, etc. Output Manager also monitors destination devices to confirm availability and provide failover with automatic rerouting of the job request to an available device or cluster of printers. It tracks job requests from submission to completion, providing immediate notification of bottlenecks, which reduces the amount of time users spend waiting for a resolution.

Job and Device Management

Analyst research shows that up to 70 percent of an organization's help desk calls are print-related. Output Manager reduces these costs by providing IT and print operators a centralized view and control of jobs and devices. When problems arise, Output Manager administrators are alerted so they can proactively resolve the issue before a call is made to the help desk. All alerts are forwarded to either a browser-based or network-based graphical user interface (GUI) console or sent to system management tools such as IBM® Tivol®. End users are provided device status information at their desktops so they can print all or any selected pages of any report locally from their PC to any printer they have access to, whether or not that printer is recognized and configured to the application.
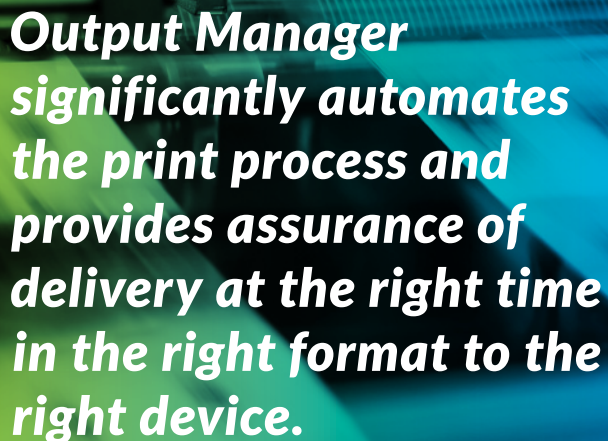
Integration and Orchestration

Output Manager is unique in its ability to ingest output from any application, on any platform, in any format, including common print data streams (such as PCL, Postscript, ASCII text, and ASA), mainframe formats (like AFP, DJDE, and Metacode) and data and document streams (such as XML, PDF, Microsoft® Office files, and more).

KEY BENEFITS

- *Ensures mission-critical information reaches the intended device or destination*
- *Reduces help desk costs with centralized command and control of distributed environments*
- *Tracks and manages costs with audit logs for SLAs, trending, and chargeback*
- *Automates the output process by ensuring device readiness and providing job status, failover notification with automatic rerouting*
- *Burst, bundle, and reformat mainframe-generated content for delivery to repositories such as OpenText™ Content Server, OpenText™ eDOCS, and Microsoft® SharePoint®*

TECHNICAL BENEFITS

- *Works with any TCP/IP printer*
- *Works with the existing manufacturers' print drivers*
- *Easy network device configuration with auto discovery*
- *Flexible configurations with rules-based routing*

Output Manager significantly automates the print process and provides assurance of delivery at the right time in the right format to the right device.

Aside from assuring delivery and automating tasks, Output Manager can intelligently convert data streams into proper formats and layout for delivery to repositories such as OpenText™ Content Server; OpenText™ Document Management, eDOCS edition; and Microsoft® SharePoint®. Report content can be ingested and made accessible by repositories where such formats are not natively supported.

Single Point of Access

Through bursting, bundling, and reformatting, Output Manager allows organizations to extend the content sources available to their Enterprise Information Management (EIM) system while providing a single user experience when users are searching or viewing mixed content.

Users now have the capability to search and access semi-structured COLD reports directly from Content Server. Online report viewing capabilities include annotations, search and sub-reporting, selective printing, extraction, hyperlink access to reports, drill down, page-level security, and more.

Dynamic and Personalized Statements with OpenText™ StreamServe

Output Manager seamlessly integrates with StreamServe to generate fully formatted customer consumable content. StreamServe provides the ability to create dynamic, personalized statements and documents in multiple formats through rules-based assembly for targeted messaging to consumers. Output Manager orchestrates and automates the StreamServe output process by ensuring device readiness, providing job status, and failover with automatic rerouting and notification.

The combination of Output Manager and StreamServe allows you to leverage customer information residing in your business systems to empower marketing, sales, support, and service departments.

These teams gain the ability to transform mass correspondence, like billing or statements, into more engaging customer communications.

Key Features

Centralized views: Consolidate your print infrastructure with centralized views of all jobs and destination devices in your enterprise. The Output Manager Windows® or web console allows administrators to have command and control to re-run, reroute, reprioritize, delete, and hold jobs as well as track job and device status. Different levels of administration can be set up for super administrators, departmental or regional administrators, and help desk personnel.

Ensured delivery: Output Manager ensures delivery of output to its intended destination, including printers, fax servers, mail servers, or other systems. If a device is down, Output Manager can automatically reroute the job to the next device and notify users and administrators of the changes.

Cluster printing: Output Manager supports clustering of devices for increased efficiency when printing large reports. This helps reduce production runs by breaking up a single job and distributing it across a cluster of multiple printers.

Output scheduling and orchestration: Output Manager provides full job scheduling capabilities to automate and control your output processes. Output Manager orchestrates the processing of real-time jobs with other dependencies across different operating system platforms and business application environments.

Forms management: Output Manager provides the ability to intelligently and dynamically apply a predefined electronic form, or ensure a job pulls from a designated paper tray for preprinted forms.

Burst and bundle: This feature is used to physically burst a report into multiple sections or concatenate multiple reports into a single report, eliminating the need to handle these tasks manually.

Data interrogation: Your business policies can be enforced based on job attributes such as job size, job name, device type, queue volume, user, date, time, etc., or by parsing the job's content for index values. This allows administrators to automate business logic within your output processing.

Auditing: Auditing capabilities track a user's jobs and device usage. This information can be used for chargeback purposes to monitor which users and departments are using the most resources. Additionally, these log files are a good resource for trending, to allow IT administrators the ability to project future usage or reassign resources. This supports service level agreements (SLAs) and more efficient use of printers.

SAP® X-OMS certified: Output Manager is certified to SAP X-OMS (eXtended Output Management System) interface and enhances the native output capabilities of SAP while also offloading the print processing from your online transaction processing system. By providing a bidirectional link between the SAP application and the target destination devices, Output Manager ensures delivery of output and proactively notifies users and administrators of any errors.