



Lexmark™

Lexmark Cloud Print Management

FEATURES & PRODUCTIVITY

USABILITY

IT ADMIN & SECURITY

SUPPORT & TRAINING

VALUE

OVERVIEW

Lexmark Cloud Print Management (CPM) is a hosted system that delivers secure pull printing, support for printing from mobile devices, usage analytics, and other print management functionality to customers without the need for often-complex server-based software. The cloud service also lets IT administrators streamline their print infrastructure by eliminating local physical printer servers and their associated queues, while also simplifying print driver management for compatible Lexmark output devices.



Product: Lexmark Cloud Print Management

Version: 2.x

Software Developer: Lexmark

Web: <https://www.lexmark.com>

For more information on Lexmark Cloud Print Management and other Lexmark products, see BLI's comprehensive coverage at [Buyerslab.com/Solutions](https://www.buyerslab.com/Solutions)

About BLI: Since 1961, BLI has been a leading test laboratory in the world of digital imaging equipment. BLI is completely independent in all of its testing processes and subsequent reporting. All of BLI's product evaluations are conducted by highly experienced employees in its on-site testing facilities in the United Kingdom and United States where hundreds of new copiers, printers, wide-format devices, scanners, faxes and multi-function (MFP) products are evaluated and reported on each year.



CHIEF BENEFITS

IMPROVED DOCUMENT SECURITY AND REDUCED WASTE – The solution’s secure pull printing functionality enables customers to safeguard information on printed documents, as well as stay compliant with government and corporate regulations. And it can cut down on wasteful printing, since jobs that are not retrieved are never printed in the first place.

STREAMLINED PRINT ADMINISTRATION – CPM lessens the burden on IT by allowing administrators to eliminate local print servers, and end users can self-register access cards in environments where MFPs and printers are equipped with ID card readers and download the driver/client package from the web portal.

INFORMATION AT A GLANCE – CPM monitors all print, copy, and scan activity across the entire fleet of enrolled Lexmark devices at the organization, child organization, group, and user level. Print information can be compiled into a wide range of canned reports. Users can also create cards that visualize real-time usage statistics and mount them on the main page as a dashboard summary.

ADDED FUNCTIONALITY FOR END USERS – Users can print via the system from Android, iOS, and even Chrome OS devices. CPM also supports “delegate” printing, print preview with the ability to change settings at the device, and the option to store jobs in the cloud for future printing.

SCALABLE AND FLEXIBLE – Future-thinking businesses will appreciate the flexibility of the solution’s subscription-based pricing scheme and the ability to scale the solution as needs change without making additional investments in print infrastructure. And the hybrid option allows jobs to be held on users’ PCs for release in lieu of sending the print jobs outside the network or to the cloud.

OUR TAKE

Managing print environments can be a costly, arduous endeavor. There are print servers and queues to deploy and maintain and drivers to distribute; add in a server-based print management system and things get even more complex. Lexmark CPM lifts print management to the cloud, so customers can eliminate infrastructure costs and relieve IT from many costly burdens that come with print management.

Lexmark CPM offers a great deal of flexibility. Since the solution is hosted by Lexmark in the cloud, customers can scale the solution as their changes need without having to invest in additional infrastructure. A monthly subscription plan lets customers pay as they go and provides a set cost that can be budgeted for. Buyers Lab technicians were impressed with how simple it is to manage a print environment with CPM. A device discovery tool enables administrators to find all the supported devices on the network automatically. Conveniently, administrators can create and deploy configuration profiles to multiple machines at once from a remote location. The solution also indicates when a firmware is available, so IT professionals can always have the latest firmware installed.

Businesses will also benefit from the solution’s tracking and reporting capabilities. The solution monitors and visualizes all the print, copy, and scan activity across a customer’s fleet of Lexmark printers and MFPs, so customers can gain insights into their print environment. Data can be compiled into one of the 30-plus canned reports and displayed as a “card” on the solution’s dashboard so IT personnel can see exactly how much is being printed, by whom, and to which devices. Businesses can then analyze this data to find over and underutilized machines or identify and rectify bottlenecks.

IT personnel aren’t the only benefactors of CPM. End-users can securely submit jobs using a desktop, laptop, smartphone, tablet, or Chromebook and retrieve them from any supported Lexmark device on the network. They can also have the system store common jobs so they can be printed without re-submitting the print job. Print preview functionality at supported Lexmark devices lets users scroll through submitted jobs, select specific pages to print, and change job settings as needed.

Features & Productivity

CPM’s primary functionality revolves around providing secure print release without the need for an on-premises solution to manage such traffic. Print jobs are submitted to the hosted secure print queues until a user authenticates at the chosen device and retrieves the job. This not only increases document security by ensuring jobs are not left in the output tray for others to see, it also increases user convenience (since jobs can be retrieved at any printer registered with the system) and reduces waste (since jobs that are not retrieved are never put to paper). Document retention policies can be configured, so that jobs are automatically deleted from the print queue and job history table after a user-defined period (between one hour and seven days). These functions reduce the odds of a data breach and help keep businesses compliant with privacy regulations, as well as keep the print queue tidy, so users can quickly find and release their jobs when they’re ready to print. Notably, for organizations that prefer (or require) that print jobs not be sent outside the company firewall, Lexmark offers a “hybrid” option whereby jobs are held on users’ PCs for release instead of being sent to the cloud.

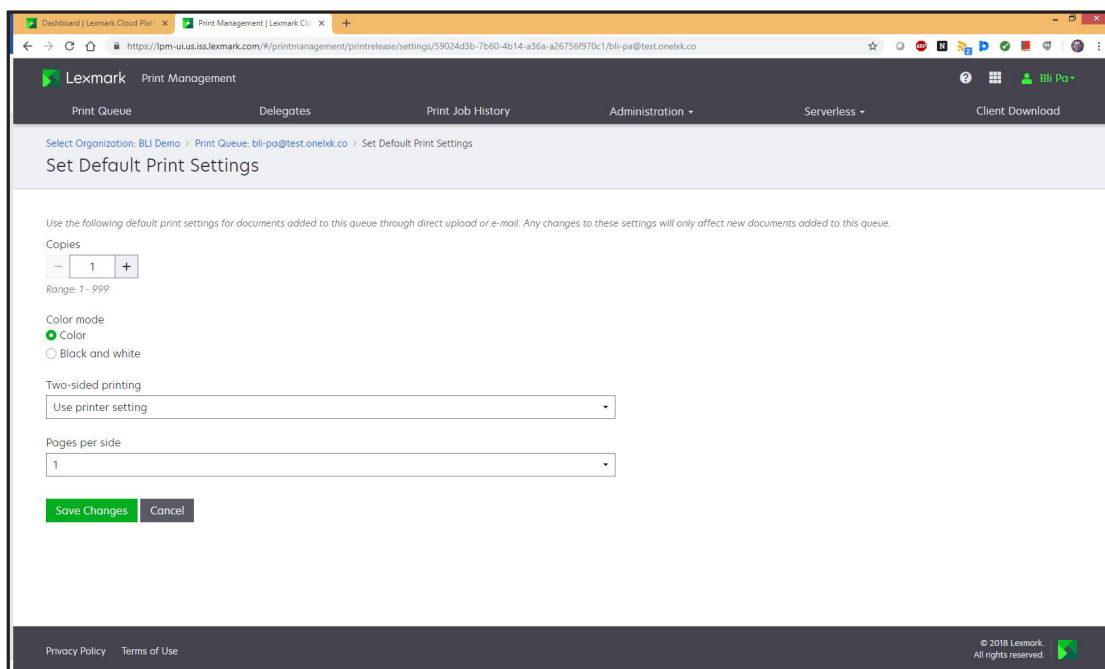
CPM’s print-release features also include “delegate” printing, which enables a user to designate another person that can access and retrieve jobs from a print queue. Delegate printing can come in handy in collaborative team environments, or when an administrative assistant needs to be able to print documents submitted by his boss. Another nice touch: the Print and Keep feature lets a user save documents in the queue for printing again later. The Print History tab enables end users to see all the print jobs that they have ever submitted, including the job name, the number of impressions, the color mode used, the date and time that the job was released, and the IP address that the job was released from.

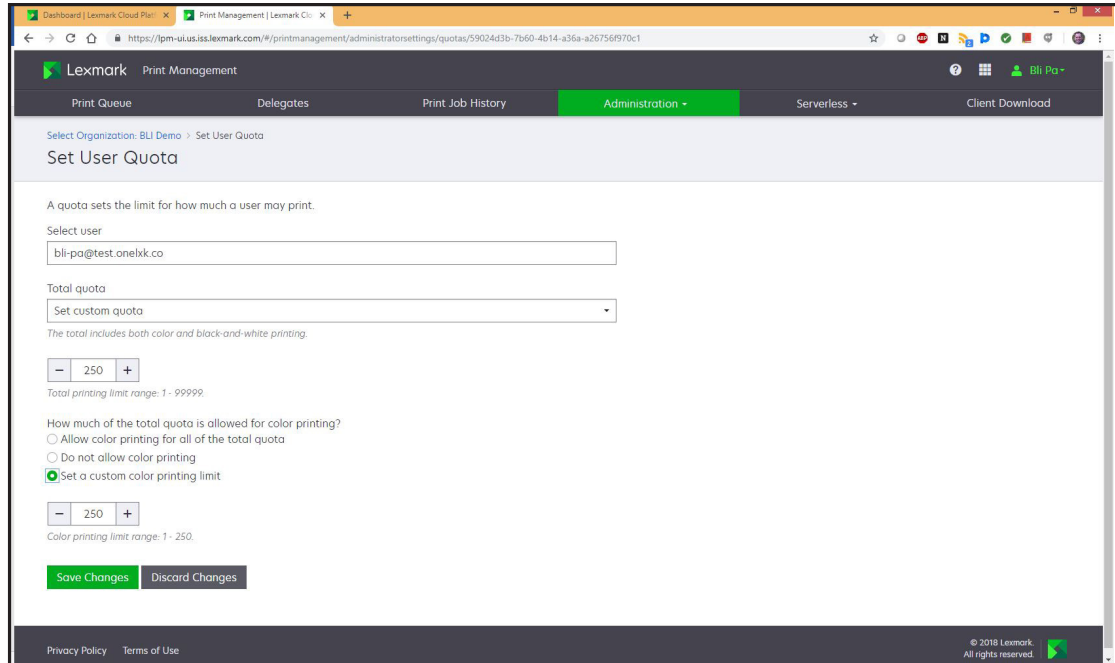
CPM also delivers mobile-print functionality. End-users can submit print jobs via the Lexmark Print app, which supports iOS or Android smartphones and tablets, and via ChromeOS devices. Mobile print jobs can be retrieved the same way as any other job submitted via CPM.

To help reduce output costs, organizations can set quotas or completely disable printing for individual users and groups of users. Administrators can restrict users and groups from using color mode or configure sub-quotas for color print jobs; users and group members can still print in black and white if they have exceeded their color quota but haven’t reached their overall quota.

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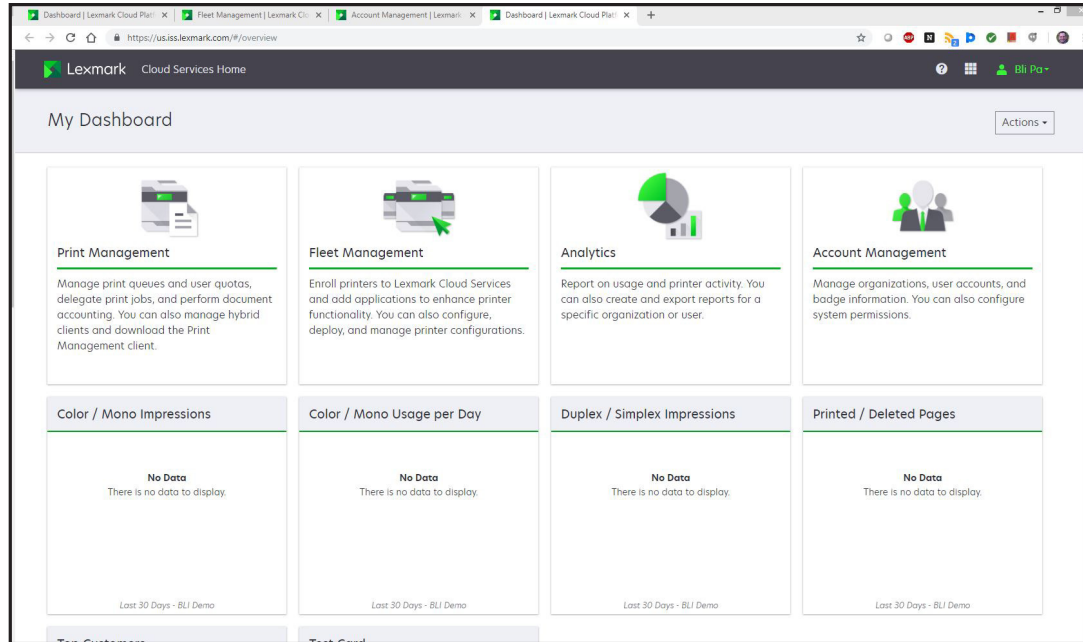
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Default print settings and user quotas can be used to curb print costs.

The analytics functionality is quite granular and uses charts and graphs to make it easier to interpret usage data. Reports can be generated for organizations and child organizations at the user, group, department, cost center, or organizational level. Five report types can be created at the user level (user overview, printer activity, printer activity detail, print job history, and detailed submitted job activity). Six report types can be generated at the group, department, and cost center level (overview, usage analysis, printer activity, printer activity detail, user usage, and detailed submitted job activity). There are 14 report types at the organization level: organization overview, usage analysis, printer activity, printer activity detail, user usage, customer usage, department usage, group usage, cost center usage, customer usage detail, department usage detail, group usage detail, cost center usage detail, and detailed submitted job activity. Reports are filtered by date range, with selections for the last 30 days, last month, this month, last 90 days, this year, or custom (pick a start and end date visually using a calendar). Reports can be exported as csv files or printed.



The UI is simple and provides administrators with fast and easy access to all the solution’s core features and functionalities.

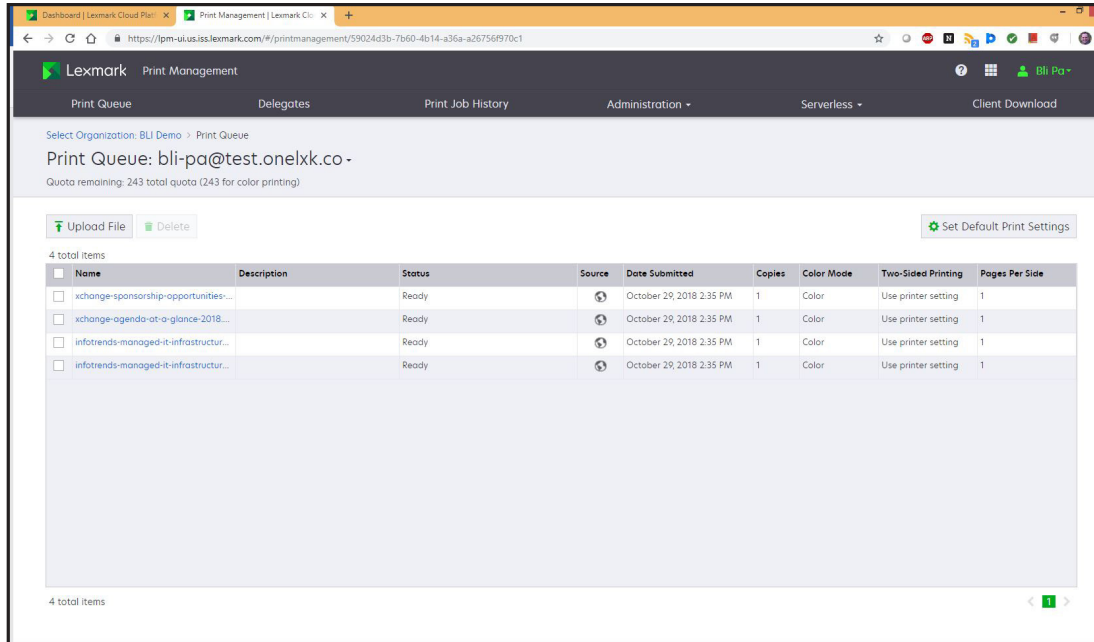
Organizations can also create cards to visualize print data at the organization and child organization level. There are five cards by default (color/mono impressions, color/mono usage per day, duplex/simplex impressions, printed/deleted pages, and top customers). There are 17 card types that can be created for monitoring data: active users and printers, color/mono impressions, color/mono usage per day, duplex/simplex impressions, environmental impact, my color/mono impressions, my color/mono usage per day, my duplex/simplex impressions, my environmental impact, my printed/deleted pages, printed/deleted pages, top cost centers, top customers, top departments, top groups, top printers, top users, user accounts).

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Usability

Lexmark Cloud Print Management offers an easy experience for end users. The main screen of the web UI is customizable and has shortcuts to all the solutions core features and functionalities. Via the portal end users can submit jobs to the print queue, assign delegates, and view their print job history and print quotas. Jobs can then be retrieved from any connected printer with the Print Release applet installed. After authenticating at the chosen device, the user will see a list of her pending jobs; the user can then print all jobs, select which job(s) to print, or delete jobs. Conveniently, the device’s print preview functionality is available so the user can check the job before committing it to paper. The user can also decide to print only specific pages from the document, and change some settings.



Users can add, view, and delete jobs from their print queue, manage delegates, view their job history, and much more.

IT Admin & Security

Since the solution is based in the cloud, IT personnel won't have to put a lot of time and effort into setting up and managing the solution—especially compared to on-premises competitors. In Enterprise environments, Lexmark—who sells the solution directly to customers—can create the customer environment initially, and a designated administrator at the customer will handle the rest. Otherwise, customers create and manage their own environment from end-to-end.

The solution comes with the Printer Enrollment Tool, which streamlines setup by automatically discovering printers and MFPs on the network. Administrators can bulk add users and badge information using CSV or TXT files. Once in the system, administrators can separate users into groups and assign different roles to that group. Conveniently, the solution can integrate with Active Directory and existing authentication solutions, which would make it even easier for administrators to add users and setup their accounts. Also streamlining tasks for IT personnel is the fact that end users can self-register compatible ID cards with the system in environments where card readers are used to authenticate at Lexmark MFPs.

Once the system is set up, administrators can configure other options, such as setting quotas, defining the organization's document retention policy, and specifying default print settings (such as color mode and duplex printing). An administrator will also want to specify which cards will appear on the dashboard, decide how many columns should be displayed (2, 3, or 4), and the order in which cards should be arranged. For analytics, creating reports is as easy as filling out a short form; administrators simply select the organization, report level details, the report type, and the date range.

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Once it is set up, CPM doesn't require a lot of ongoing administration. At the most, administrators will have to change print configurations as needed, enroll and unenroll printers as they're deployed and retired, and add, remove and edit user profiles as employees are hired, leave the organization, or take on a new role in the organization.

Support & Training

Support and training is provided by the Lexmark. Technical support is available globally, 24/7.

The web portal links to a knowledgebase that includes administrator and user guides and release notes. Also on that page, customers can register devices with Lexmark, view warranty statuses and information for devices and consumables, find service providers and parts, browse Lexmark's tech library, view Apple and Windows OS information, read firmware FAQs, and watch Lexmark product videos. Users can also use the Assisted Service feature, which enables a Lexmark Service Representative to connect with your computer remotely to troubleshoot, install updates, and more.

Value

Lexmark Cloud Print Management is sold on a monthly user or device license basis, with payments made each quarter. The solution provides businesses with a great deal of flexibility, since they can scale the solution as needs change without having to purchase, set up, and support additional infrastructure.

Since Lexmark Cloud Fleet Management is based in the cloud, businesses don't have to make an up-front investment in their IT infrastructure. In fact, customers can expect an immediate return on investment. In addition to the savings from eliminating print servers, the solution streamlines print management altogether, enabling IT professionals to focus on more important projects. Furthermore, the solution's pull printing functionality can reduce print costs associated with waste, while quotas can be used to prevent print costs from running out of control. The solution's reporting function can also find and unlock potential savings—be it by removing or replacing high-cost per page devices, or identifying a bottleneck that is hurting the bottom line.

STRENGTHS

- Secure pull printing reduces waste, secures sensitive printed information, and helps businesses comply with regulations
- Eliminate print servers and other costly infrastructure
- Flexible, scalable solution can grow as needs change
- Fast and easy user onboarding and device enrollment processes streamline administration
- Granular reporting engine can identify potential savings and bottlenecks

WEAKNESSES

- Print release supported only on Lexmark devices with eSF functionality
- Print-usage tracking supported only for networked Lexmark devices registered with the system
- Lacks job-costing, bill-back, scan-capture and other features found in advanced server-based print management platforms

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PRODUCT PROFILE

Versions: Lexmark Cloud Print Management

Pricing: Lexmark Cloud Print Management is sold as a monthly subscription, paid quarterly. Pricing is based on the number of user or device licenses that are purchased.

Major Features: Secure pull printing; printing from mobile devices; usage tracking; detailed reporting

Mobile Device Compatibility: End-users submit mobile print jobs via Lexmark Print (a free app available for iOS and Android devices) or via ChromeOS devices.

Compatible Output Hardware: The solution supports over 100 printers and MFPs from Lexmark.

Availability Lexmark CPM is available worldwide.

Languages English, French, German, Italian, and Spanish.