

G-Cloud 15 Service Definition

Printix - Cloud Print Management

Service Name	Printix - Cloud Print Management
Service Type	Software as a Service (SaaS)
Supplier	Howell Technology Group Limited
Framework	G-Cloud 15

Service Summary

Printix Cloud Print Management provides cloud-based print infrastructure eliminating traditional print servers whilst delivering comprehensive print monitoring, secure printing capabilities, and cost control. The service supports hybrid and remote workers through cloud print infrastructure, reduces printing costs through usage tracking and print policies, and enables mobile printing capabilities, transforming print management from an on-premises IT burden into a streamlined cloud service.

Service Description

Traditional print infrastructure built around physical print servers represents significant IT overhead whilst limiting flexibility for remote and hybrid working arrangements. Print servers require ongoing maintenance, updates, and infrastructure management. When print servers fail, entire offices lose printing capabilities. Supporting remote workers requires complex VPN configurations or costly direct printing solutions. Managing print costs, monitoring usage, and enforcing printing policies remains challenging across distributed environments.

Printix addresses these challenges by providing cloud-native print management that eliminates print server dependencies entirely. The solution operates as a pure SaaS platform, where print jobs route through secure cloud infrastructure, enabling seamless printing from any location without VPN requirements. Users install a lightweight Printix client which discovers available printers and manages print job submission through encrypted channels.

The service supports traditional office-based printing scenarios whilst excel at enabling remote and hybrid work arrangements. Employees working from home can print securely to their home printers using the same organisational print policies and security controls as office-based users. Office workers travelling between locations automatically discover and access printers at each site without manual configuration or IT intervention.

Printix provides comprehensive cost management capabilities through detailed usage tracking, configurable print policies that encourage responsible printing, and secure print release requiring user authentication at the printer before document output. These capabilities typically reduce organisational printing costs by 25-40% through a combination of reduced waste, enforced duplex printing, and visibility that enables informed decision-making.

The platform integrates seamlessly with existing printer fleets from all major manufacturers including HP, Canon, Ricoh, Xerox, Konica Minolta, and Brother. Both direct IP printing and pull printing models are supported, with multi-function devices gaining additional capabilities through integration with their manufacturer-specific features.

Administrative overhead dramatically reduces compared to traditional print server management. Printers are configured once in the cloud portal and automatically become available to authorised users. New printer deployment becomes a simple matter of connecting the device to the network and adding it to the Printix cloud portal—no server configuration, driver installation, or user desktop configuration required.

Service Benefits

Infrastructure Simplification

- Eliminate print servers and associated infrastructure costs
- Remove print server maintenance, patching, and updates
- Eliminate single points of failure for printing services
- Reduce data centre footprint and power consumption
- Cloud-native platform requires no on-premises infrastructure

Remote and Hybrid Work Enablement

- Seamless printing for remote workers without VPN
- Automatic printer discovery at multiple office locations
- Home printer integration with corporate print policies
- Consistent printing experience regardless of location
- Mobile and tablet printing capabilities

Cost Reduction

- Typical 25-40% reduction in printing costs
- Eliminate print server hardware and licensing costs
- Reduce paper and toner consumption through policies
- Prevent waste through secure print release
- Detailed cost allocation and chargeback capabilities

Enhanced Security

- Secure print release prevents document abandonment
- Encrypted print job transmission
- Authentication required before document output
- Audit trail of all print activities
- Data loss prevention through print policies

Operational Efficiency

- Eliminate helpdesk tickets related to print server issues
- Reduce printer driver management complexity
- Automatic printer discovery and deployment
- Centralised management of entire printer fleet
- Self-service capabilities reduce IT involvement

Environmental Benefits

- Reduce paper waste through follow-me printing
- Enforce duplex printing policies
- Visibility enables sustainability initiatives
- Eliminate unnecessary printing through policies
- Support organisational environmental objectives

Service Features

Cloud Print Infrastructure

- Serverless architecture eliminates print servers
- Cloud-based print queue management
- Automatic failover and redundancy
- Global load balancing for optimal performance
- 99.9% service availability guarantee

Universal Printer Support

- Support for all major printer manufacturers
- Direct IP printing for networked printers
- Universal printer driver compatibility
- Multi-function device integration
- Legacy printer support through gateway functionality

Client Applications

- Windows client (7/8/10/11, Server 2012+)
- macOS client (10.12 Sierra and later)
- iOS mobile printing
- Android mobile printing
- Chromebook printing support
- Web-based printing portal

Secure Print Release

- Follow-me printing with user authentication
- PIN code or card-based release
- Azure AD authentication integration
- Release via mobile application
- Automatic job deletion after timeout
- Queue visibility and management

Print Policy Management

- Mandatory duplex (double-sided) printing
- Colour printing restrictions
- Print quota management per user or department
- Maximum pages per job limits
- Blocked application printing (web browsers, etc.)
- Time-based printing restrictions
- Cost centre allocation and chargeback

Cost Management and Reporting

- Real-time print usage monitoring
- Cost per page tracking by user and department
- Environmental impact reporting (paper and carbon)
- Detailed usage analytics and trends
- Export capabilities for finance systems
- Custom report creation
- Scheduled report delivery

Mobile Printing

- Direct printing from iOS and Android devices
- Email-to-print capabilities
- Cloud service integration (OneDrive, Google Drive)
- Guest printing with administrator approval
- QR code printer selection
- Automatic printer discovery on mobile

Printer Management

- Centralised printer configuration
- Automatic driver deployment
- Printer status monitoring
- Alert and notification management

- Bulk printer configuration changes
- Printer grouping and organisational structure
- Printer access control by user or group

Integration Capabilities

- Azure Active Directory integration
- Google Workspace directory integration
- On-premises Active Directory integration via AD Connect
- SAML 2.0 single sign-on support
- Card authentication system integration
- SNMP printer monitoring integration

Advanced Features

- Print job roaming across printers
- Automatic printer mapping by location
- Print job preview before release
- Watermarking and stamping capabilities
- Print archiving for compliance
- Scan-to-email and scan-to-cloud integration
- Advanced charging and cost recovery

How the Service is Delivered

Initial Assessment and Planning

HTG conducts comprehensive discovery of your print environment including current printer inventory, print server configuration, user locations and requirements, security and compliance requirements, and cost management objectives. This assessment informs deployment strategy and configuration approach.

Printer Inventory and Preparation

HTG works with your team to document all printers requiring integration, including make, model, network configuration, and location details. Printers are assessed for compatibility and optimal configuration approach (direct IP vs universal driver vs manufacturer-specific driver).

Printix Platform Configuration

HTG configures your Printix cloud tenant including:

1. **Directory Integration:** Azure AD, Google Workspace, or on-premises AD integration via AD Connect
2. **Organisational Structure:** Creation of printer groups aligned with your locations, departments, or business units
3. **Printer Configuration:** Addition and configuration of all printers with appropriate settings, drivers, and access controls
4. **Policy Configuration:** Implementation of print policies aligned with your cost management and security requirements
5. **Authentication Setup:** Configuration of secure print release authentication methods

Client Deployment

Printix clients are deployed to user devices using appropriate distribution methods:

Windows Devices: Deployment via Group Policy, Microsoft Intune, SCCM, or existing software distribution tools. Mass deployment typically completes within 1-2 weeks.

macOS Devices: Deployment via MDM, package manager, or Self-Service portal.

Mobile Devices: Users install Printix mobile applications from App Store or Google Play with single sign-on authentication.

The Printix client automatically discovers available printers based on user permissions and location, eliminating manual printer configuration on individual devices.

Print Server Migration (if applicable)

For organisations migrating from traditional print servers, HTG coordinates phased migration:

1. **Parallel Operation:** Printix operates alongside existing print servers during transition period
2. **Pilot Deployment:** Initial user group migrated to Printix for validation
3. **Phased Rollout:** Gradual migration of remaining users by department or location
4. **Legacy Decommissioning:** Print server decommissioning after successful migration

Training and Knowledge Transfer

HTG provides comprehensive training for IT administrators and end users:

Administrator Training: Covers printer management, policy configuration, user administration, reporting and analytics, and troubleshooting procedures

End User Communications: Guides for new printing processes, secure print release procedures, and mobile printing capabilities

Training is delivered remotely via Microsoft Teams with documentation and video guides.

Ongoing Management Options

Self-Managed with Support: Your IT team operates Printix with HTG providing technical support, policy recommendations, and assistance with printer additions or changes.

Co-Managed Service: HTG provides active support including printer configuration management, policy optimisation, user support, and regular reporting whilst your team maintains day-to-day oversight.

Fully Managed Service: HTG assumes responsibility for complete print management including printer configuration, policy management, user support, device management, and strategic cost reduction initiatives.

Service Management

Service Desk and Support

- UK-based service desk available during business hours (08:00-18:00 GMT)
- Email, telephone, and web portal support
- Ticket tracking through HTG's service management platform
- Dedicated account manager for service oversight
- Access to Printix vendor support for platform issues

Incident Management

- Priority-based incident classification and response
- P1 (Critical - service unavailable): 1-hour response time

- P2 (High - multiple users affected): 2-hour response time
- P3 (Medium - single user issues): 4-hour response time
- P4 (Low - information request): 1 business day response
- Proactive monitoring of platform health

Change Management

- Formal change process for policy modifications
- Testing of configuration changes before production deployment
- Scheduled maintenance windows for major changes
- Change approval workflows for regulated industries
- Emergency change procedures for urgent issues

Service Reporting

- Monthly usage reports detailing print volumes, costs, and trends
- Quarterly cost analysis and optimisation recommendations
- Annual environmental impact reporting
- Real-time dashboard access for continuous visibility
- Custom reporting available on request

Onboarding and Offboarding

Onboarding Process

Typical onboarding completes within 2-4 weeks depending on printer fleet size:

1. **Discovery and Planning (Week 1):** Printer inventory, requirements gathering, policy design, integration planning
2. **Platform Configuration (Week 1-2):** Tenant setup, printer configuration, policy implementation, authentication integration
3. **Client Deployment (Week 2-3):** Phased client rollout, printer testing, user validation
4. **Training and Handover (Week 3-4):** Administrator training, user communications, documentation delivery, go-live

Print Server Migration Timeline

For organisations with existing print servers, full migration typically completes within 4-6 weeks including parallel operation period for validation.

Offboarding Process

Should you choose to discontinue the service:

1. **Notice Period:** 30 days' notice required for service termination
 2. **Data Export:** Complete export of print usage data and reports
 3. **Configuration Documentation:** Printer configuration details for alternative solutions
 4. **Client Removal:** Coordinated uninstallation of Printix clients
 5. **Migration Support:** Assistance with migration to alternative print management if required
- No penalties for service termination. Historical usage data provided for your records.

Service Constraints and Dependencies

Prerequisites

- Network-connected printers with IP addresses
- Internet connectivity for client devices
- Azure AD, Google Workspace, or Active Directory for authentication
- Windows 7 or later, macOS 10.12 or later for desktop printing
- iOS 11 or Android 6 for mobile printing

Technical Constraints

- Requires outbound HTTPS connectivity (TCP 443)
- Direct IP printing requires routable network connectivity to printers
- Some advanced printer features require manufacturer-specific drivers
- Legacy printers without network capabilities require print server gateway
- Very old printer models (15+ years) may have compatibility limitations

Printer Compatibility

- Full support: Major manufacturers with PostScript or PCL support
- Limited support: Legacy printers requiring proprietary drivers
- Not supported: Non-network printers without gateway option
- Thermal printers and label printers supported with limitations
- Plotter and wide-format printer support available

Network Requirements

- Direct IP printing: Printers must be reachable from user devices
- Cloud printing: Internet connectivity required for both printers and clients
- Bandwidth: Minimal (print jobs compressed during transmission)
- Firewall: Outbound HTTPS required, no inbound ports needed
- VPN not required for remote printing

Functional Limitations

- Advanced finishing options dependent on printer capabilities
- Some manufacturer-specific features may not be available through universal driver
- Scan-to-email requires multi-function device with appropriate capabilities
- Near-field authentication requires compatible card readers
- Print job size limits: 500MB maximum per job

Scale Considerations

- Recommended maximum 10,000 users per tenant
- Recommended maximum 1,000 printers per tenant
- Large print jobs may require network bandwidth consideration
- High-volume print environments require appropriate printer capacity planning

Pricing Information

Licensing Model

Printix is licensed on a per-user, per-month basis. Pricing includes:

- Unlimited printing through Printix infrastructure
- Unlimited number of printers
- All platform features and capabilities
- Desktop and mobile applications
- Standard technical support during business hours
- Regular platform updates and new features

Tiered Licensing Options

- Essential: Core cloud printing with basic policies
- Professional: Adds secure print release and advanced policies
- Enterprise: Adds print archiving, advanced analytics, and API access

HTG Professional Services

Implementation and ongoing management services are priced separately:

- Initial printer inventory and assessment
- Platform configuration and integration
- Client deployment assistance
- Administrator training
- Print server migration support (if applicable)
- Ongoing managed service options

Pricing Transparency

Detailed pricing is available through HTG's G-Cloud 15 pricing document. Pricing is based on:

- Number of licensed users
- Printix tier selected (Essential, Professional, Enterprise)
- HTG service level (self-managed, co-managed, fully managed)
- Professional services requirements
- Contract term and volume discounts

No Hidden Costs

- No per-printer licensing fees
- No charges for print volume
- No additional fees for mobile printing
- No charges for standard technical support
- No termination or exit fees

Data Security and Protection

Data Location and Sovereignty

- Printix platform hosted in Amazon AWS and Microsoft Azure
- European customer data processed in EU-West (Ireland) region
- UK customer data available in UK-specific data centres
- Customer can specify preferred processing region
- Print job data temporarily stored during processing only

Data Processing

- Print jobs encrypted during transmission
- Temporary storage of print jobs (maximum 24 hours)
- Automatic deletion of print jobs after output or timeout
- No long-term storage of print job content
- User metadata and usage statistics retained for reporting

Data Security Measures

- TLS 1.2 encryption for all data transmission
- AES-256 encryption for stored print jobs
- Secure print release prevents unauthorised access
- Access controls and audit logging

Regular security assessments and penetration testing

Compliance and Certifications

- ISO 27001 certified
- SOC 2 Type II certified
- GDPR compliant data processing
- UK Data Protection Act 2018 compliance
- HTG Cyber Essentials Plus certified

Privacy Protection

- Data Processing Agreement provided
- Privacy policy clearly defines data use
- No third-party access to print job content
- GDPR rights honoured
- Right to erasure upon service termination

Print Job Security

- Encrypted transmission prevents interception
- Secure print release prevents unauthorised viewing
- Automatic job deletion prevents data persistence
- Audit trail tracks print job processing
- Watermarking options for sensitive documents

Service Level Agreement (SLA)

Platform Availability

- 99.9% uptime guarantee for Printix platform
- Measured monthly excluding planned maintenance
- Service credits available for SLA breaches
- Planned maintenance communicated 5 business days in advance
- Redundant infrastructure for high availability

Performance Commitments

- Print job submission to cloud <5 seconds
- Printer discovery <30 seconds
- Secure print release authentication <3 seconds
- Client application response time <2 seconds
- Real-time usage data synchronisation

Support Response Times

- P1 (Critical): 1 hour, business hours
- P2 (High): 2 hours, business hours
- P3 (Medium): 4 hours, business hours
- P4 (Low): 1 business day

Business hours defined as 08:00-18:00 GMT, Monday-Friday, excluding UK public holidays.

Print Success Rate

- 99.5% print job success rate
- Automatic retry for temporary failures
- Detailed failure diagnostics
- Proactive monitoring and alerting

Terms and Conditions

Service provision is governed by HTG's G-Cloud 15 Call-Off Terms and Conditions. Key terms include:

Contract Duration

- Minimum initial term: 12 months
- Monthly renewal thereafter
- 30 days' notice required for termination
- No penalties for termination after minimum term

Service Changes

- HTG reserves right to update service features
- Material changes communicated 30 days in advance
- Pricing changes on 90 days' notice
- Customer right to terminate if changes unacceptable

Liability

- Liability terms as per G-Cloud framework
- Professional indemnity insurance: £5,000,000
- Public liability insurance: £5,000,000
- Cyber liability insurance: £5,000,000

Additional Information

Environmental and Social Value

- Eliminate print server energy consumption
- Reduce paper waste through secure print release
- Environmental impact reporting supports sustainability goals
- Support for paper reduction initiatives
- Carbon footprint tracking

Supplier Information

- Company Name: Howell Technology Group Limited
- Microsoft Solutions Partner status
- Printix Certified Partner
- ISO 27001 certified
- Cyber Essentials Plus certified

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