ENTERPRISE TECH

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Microsoft Power Platform To The Rescue!
Making Data Work For You

Waleed Alawadi
The Automation Man

Samsung's microLED
The Micro Tech Behind Big Screens

Eco Hero
Get The EPSON Inkjet Advantage

MyQ Cloud Print
A Powerful Answer To The Remote Work Question

From IDC To You
A Printing Industry Inside Scoop

ENTERPRISE SOLUTIONS

Business Made Easy

we'll show you how

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Microsoft Power Platform

Microsoft Power Platform

One low-code platform that spans Office 365, Dynamics 365, and standalone applications

Analyze. Act. Automate.

Power BI
Business analytics

PowerApps
Application development

Flow
Workflow automation

Data Connectors

AI Builder

Common Data Service

MICROSOFT POWER PLATFORM TO THE RESCUE!

Many clients are adopting Microsoft Power Platform to automate business processes and provide a platform for digital transformation in response to unique business problems.

When adequately managed, Power Platform can help solve a range of business problems, small and large, by automating marketing processes, responding to disasters and unforeseen events, simplifying reporting and planning, managing costs, and ensuring the right products are brought to market.

Power Platform's unique abilities enable anyone within an organization to build useful applications using little or no code and provide a common data service across all data assets within an enterprise.

It presents a new era of challenges around data governance, application lifecycle management and organizational compliance which demands a unique approach that only a Centre of Excellence such as GCG Enterprise Solutions can offer.

Now everyone from front-line workers to the CEO can use data to drive your business-value faster.

Analyze
Power BI creates dynamic visualizations from data hosted on internal and external sources.

Act
Power Apps lets you build useful, low-code custom apps.

Automate
Power Automate handles repetitive processes through automated workflows.

Assist
Power Virtual Agents (PVA) gives your customers and employees quick access to information and guidance.

POWER PLATFORM COMPONENTS

POWER BI

GCG will integrate Power BI to help you analyze and visualize the volumes of customer, product, people, and operations information available, past, and present.

Interactive, real-time dashboards - Make informed decisions quickly with information at your fingertips on any device.

AI-driven insights - Less time wrangling data. More time getting answers.

A single, unified platform - Remove the complexity of managing multiple analytics solutions and give every employee access to valuable insights.

POWER APPS

Build and deploy custom business apps that help you act and meet your unique challenges with the low-code/no-code development platform Power Apps.

From Web to Tablet & Mobile - Build and deploy no-code apps with a few clicks across every platform.

Remove development backlogs - Empower your teams to build their own apps without IT's involvement.

Business Unit Collaboration - Business users can start immediately on solving problems, while developers build advanced functionality.

Integrate AI functionality - Develop apps that automate tasks like image classification, forms processing, prediction, and more.

POWER AUTOMATE

Power Automate puts the ability to create automated workflows that run between hundreds of popular apps and services in your hands.

Simple automations to advanced scenarios – build in branches, loops, and robotic process automation (RPA).

You're always in control – Get notifications, trigger actions, and grant approvals wherever you are.

Integrate AI functionality into workflows – Automate tasks like image classification, forms processing, prediction and more.

POWER VIRTUAL AGENTS

Power Virtual Agents engages AI-based automation to converse with and assist your customers and employees.

A guided, no-code graphical interface - Empower everyone to easily create powerful chatbots.

Realistic feedback – Engage with customers and employees conversationally.

Quick-start integration - Point PVA to your website, and our AI will automatically build topics.

Backend systems connection - Power Platform is capable of utilizing hundreds of connections.

MEET OUR EXPERT

Waleed Alawadi, one of the leading minds supporting our clients' digital journey, shares his thoughts on an advanced business solution – Microsoft Power Platform

GCG Enterprise Solutions has invested heavily in digital transformation and is also an early adopter of automation solutions.

What is Microsoft Power Platform?

Power Platform comprises one of the fastest-growing Microsoft product segments for its capability to deliver fast and cost-effective transformations for business processes.

Built on Azure, the Microsoft Power Platform is a collection of applications that allows organizations to build their own end-to-end business solutions.

Power Platform comprises:

- **Power BI -** a set of tools for data analysis and visualization.
- **Power Automate -** a template-based application for building workflows and automating key tasks.
- **Power Apps -** a no-code/low-code way to build apps.
- **Power Virtual Agents -** a solution for creating AI-powered chatbots to help your employees and customers.

Together, these solutions allow users to leverage data to analyze, act and automate business processes.

What makes the power platform important? Why are businesses sitting up and taking note?

The no-code/low-code approach gives every company employee (non-developers) the tools to build their own apps, create workflows, and even leverage AI to solve problems.

That means teams no longer have to wait for IT to tackle a new project such as digitizing paper-based processes. They can build a new app to replace an old system, create a Power BI dashboard, or automate project tasks within hours using the Power Platform. Businesses can try out new ideas and iterate quickly whilst extracting more value from their data.

How do I get Microsoft Power Platform? Licensing and pricing?

You can start a free 30-day trial of Power Apps' per-user plan by opening the Power Apps site and then selecting 'Sign up free'. You can then start building mobile apps without writing a single line of code.

For more details about the licensing price you can visit: https://powerapps.microsoft.com/en-us/pricing/

Where to start? And what can Power Platform do for our organization?

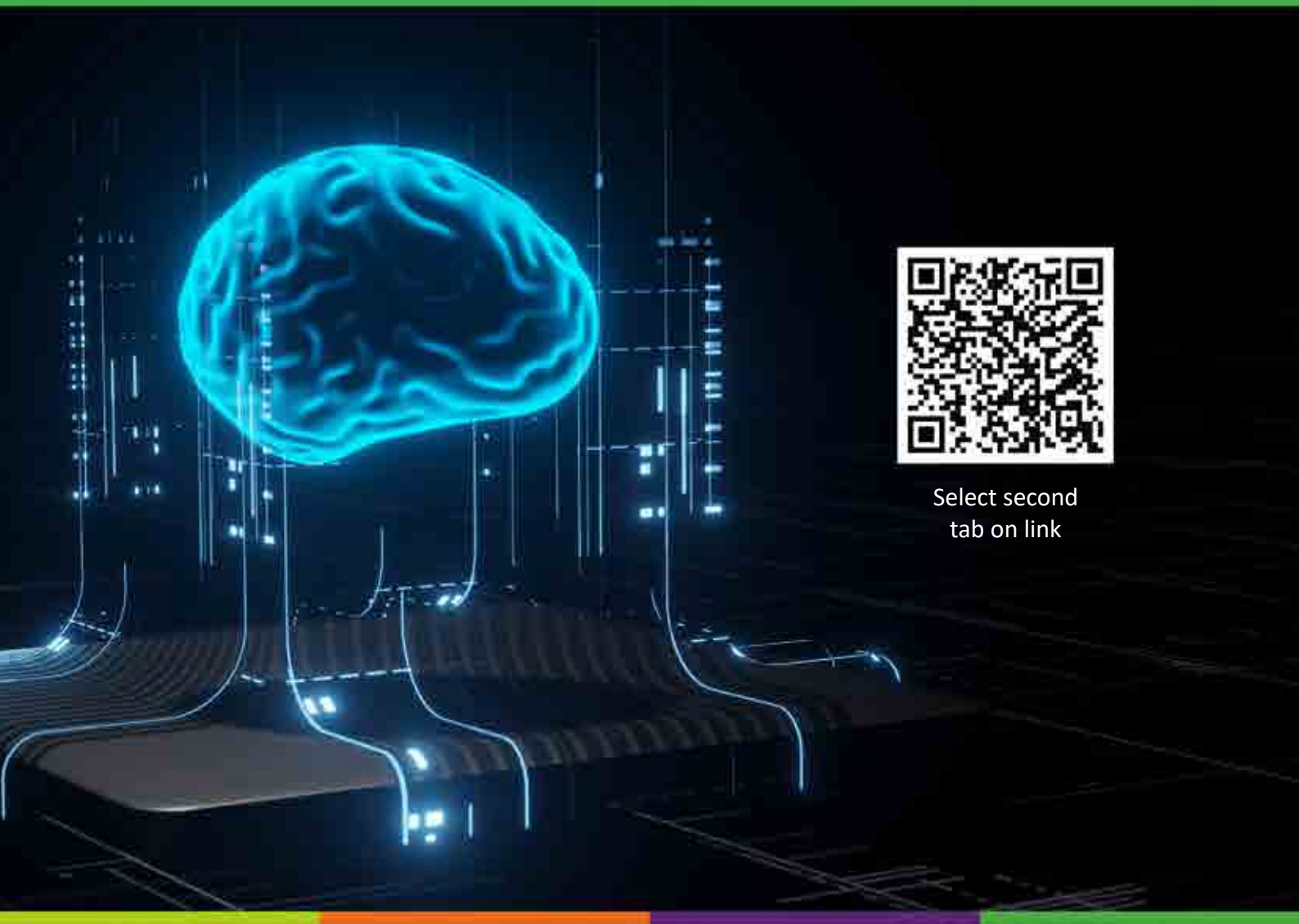
If you want to know more about the solution or discuss your pain points, please get in touch with us. We can provide consultancy, and offer a live demonstration of Power Platform's powerful abilities.

DIGITIZE YOUR WORKFORCE WITH RPA

POWERED BY

ENTERPRISE SOLUTIONS

A Ghobash Group Company



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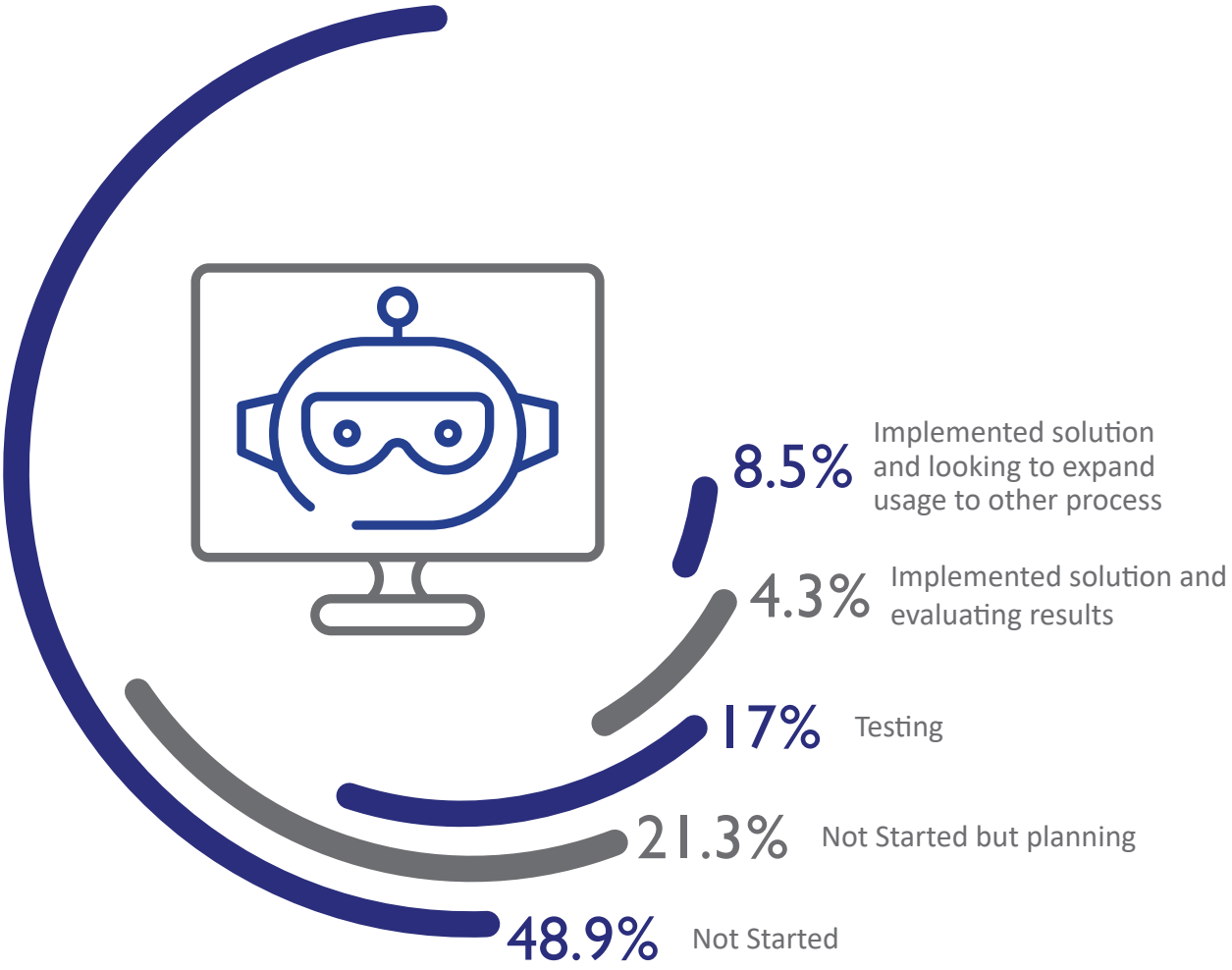
LET'S TALK AUTOMATION!

The economic market in the GCC has experienced radical changes since the oil price fall of 2014, which affected many organizations, government entities, and their employees. Several countries in the region took the lead, finding ways to be more efficient, creative and reduce costs in a challenging economy. As a result, disruptive innovations emerged and began to push the public and private sectors to change the way they operated.

Robotic Process Automation was among those operations – a pivotal solution for organizations wishing to drive transformation and exceed customers' expectations while complying with new regulations. The industry's response has been dramatic, with 21% of GCC organizations planning to implement RPA in the coming year, 17% already testing it, and 8.5% having adopted the technology with great success.



Source: Shared Services and Outsourcing Network

BENEFITS

- Improved customer satisfaction
- Cost efficiency
- Governance, quality control, and audit
- Revenue enhancements
- Creation of a digital workforce
- Accurate
- Audit trail
- Increased productivity

MEET THE EXPERT

RAMY FOUAD
Advansys
Account Manager

Builds and fosters strong customer relationships, helping organizations design and implement their RPA programs.

Regional coverage: UAE & Oman

What is robotic process automation, and who can benefit from it?

Robotic Process Automation is a technology that automates routine and repetitive work in any function across the organization. Think of it like a digital workforce of computer robots made up of software that automate your business processes by mimicking the skills and activities of the human workforce. They enable businesses to dramatically reduce operating costs and enhance operational efficiency and compliance by guaranteeing zero error rates – and they never sleep.

So if you can imagine a workforce that executes your processes accurately, multiple times faster than humans and is also available 24/7 throughout the year without being bound by working hours, weekends or vacations - that is the promise of RPA.

Any organization in any given industry can benefit from RPA. Thousands of global organizations and governments already use RPA, and have positively transformed their operations. Processes can be driven by both digital workers and human workers using RPA working in harmony.

It all depends on the organization's objective of its RPA program. For example, some industries focus on cost-savings, other industries focus on customer experience by freeing up their human workforce for more customer interactions. On the other hand, some industries e.g. banking, use RPA to help adhere to strict regulatory or compliance requirements.

What types of processes are suitable for RPA?

Generally, the most qualified and selected processes for automation are high-volume/ frequency and rule-based processes with the associated high cost and human resources.

However, some other criteria make a potential process a better candidate and increase the ROI of automating it.

Well-documented, mature, stable processes with low expectation rates are generally the perfect candidates to achieve quick wins in an RPA program.

Several organizations and businesses want to automate their workflows and processes, but they don't know how to start. So how do you approach and find a suitable solution for clients?

Our role becomes as an automation catalyst for our clients. We help organizations onboard their first digital worker by playing different roles simultaneously, not only as an implementation partner but also as an automation consultant.

The first step is capitalizing on our expertise in various industries to consult the organization on their RPA strategy in terms of their automation readiness.

We then move together to identify and prioritize potential processes collaboratively based on the organization's objectives and priorities.

Once we have the automation pipeline in place, we start delivering processes according to multiple milestones based on their business priorities to help ease the adoption of the technology and increase the level of RPA maturity within the organization.

Finally, we wear the consultant hat again to help organizations maximize their benefits of RPA adoption with digital workforce performance and innovation workshops and potentially help the organization to build their own RPA Center of Excellence.

Have you seen increased adoption of RPA lately, and in which sector?

Absolutely! RPA adoption has increased significantly over the past three years, and we have witnessed it ourselves regionally and globally. The sectors with the highest adoption are Banking, Healthcare, Government and Retail. However, for its outstanding benefits, RPA is becoming increasingly popular for all the other industries.

PUTTING TECH TO THE TEST

Testing the solution in the market proved easier than expected. An essential requirement from within Ghobash Group—the group in which GCG Enterprise Solutions operates—offered an opportunity to put the new technology into practice. Ghobash Group central HR needed to reduce time spent on entering business goals for every Business Unit of its operating companies. By implementing the new RPA solution, they reduced total time spent by 50%, a significant result that allowed employees to put greater focus on other essential tasks.

"As GHOBASH Group HR Manager, I am focused in adapting and adopting new transformation technologies to increase employees' efficiency. This year's key highlight was the introduction of RPA as an automation solution for HR which significantly helped us in reducing time for goals entry by 50%. This is a major achievement towards digital transformation in our organization"

Amit Sangha,
Group HR Manager

SAMSUNG

Greatness in any space

Elevate your business with best-in-class picture quality.
Make a memorable first impression in your lobby or shop display,
showcase your brand with an immersive display, or impress clients in your boardroom.
The Wall is the ultimate display solution for enterprises across many sectors.

Boardroom

SAMSUNG'S AWARD-WINNING microLED TV

MAKES FIRST APPEARANCE IN THE UAE AHEAD OF UPCOMING NATIONWIDE LAUNCH

GCG Enterprise Solutions has partnered with the largest AV Solution provider in the world. In fact, GCG has offered Samsung's world-class LED Video Walls for business and VIP's since last year.

Samsung Gulf Electronics has announced that the all-new, award-winning microLED TV has made its first public appearance in the UAE ahead of its official launch in the market. The product, which recently won a 'Best of Innovation' award at the Consumer Electronics Show (CES) 2021, is now on display exclusively at Samsung's official store in The Dubai Mall.

Samsung has been a global pioneer and leader in the TV industry for 15 years. The 110" microLED is the most incredible innovation ever to grace the company's impressive range, representing the latest technology breakthrough that will revolutionize the display industry. The brand is proud to showcase the microLED TV to the public, with the UAE standing alone as the first market in the MENA region where the microLED is being previewed. Therefore, you have a unique opportunity to experience this incomparable innovation before the pre-order phase begins.

The self-illuminating TV will deliver next-level visual quality, using micrometer-sized LED lights to eliminate the backlight and color filters utilized in conventional displays and produce stunning, lifelike colors and accurate brightness from the display's 4K resolution with 8 million pixels. At the same time, cutting-edge audio comes to the forefront of importance. The TV comes equipped with an AI sound optimizing system that delivers breathtaking 6.2.2 channel sound with no external speaker. Object Tracking Sound Pro identifies objects moving on the screen and projects the sound to follow the action. Furthermore, when the microLED is turned on, users witness immersive experiences thanks to its 99.99% screen-to-body ratio. The black matrix and bezel have been completely removed from the display — leaving only the screen to deliver the most immersive content experience through world-class design.

MEET OUR EXPERT

Dina is GCG Enterprise Solutions' Product Manager for Samsung Digital Signage.

With much experience in AV solutions and a passion for ICT, she has successfully driven several projects while offering her expertise in key sectors requiring AV solutions.

When we talk about LED video wall, we naturally think of our TV screens at home, but what about commercial solutions?

Basically commercial displays are different from consumer (home) displays as they are designed and manufactured specifically for business and professional usage – so are generally more durable. Our commercial displays vary from standalone digital signage sized from 13'' up to 98'' to our massive videowalls with slim 0.8mm bezels for a seamless screen as large as your project requires. Large-format Display LEDs and our new 'microLED'—with the smallest pixel pitch in the world at 0.8pp—offer better contrast, response times, and energy efficiency. LED cinema screens are also replacing traditional formats for their crystal sharp, backlit images.

For business, remember that today's computer monitors use higher resolutions to protect an employee's vision over extended hours of screen focus, and of course—content management systems that deliver a complete interactive touch screen solution.

You have been in the AV activity for several years, how do you see it evolving in the region?

Until recently, much of the market depended on standalone digital signage. As the market started evolving it found that digital screens provided an essential, marketable function whether in the hospitality, retail or even healthcare sector and today's businesses are always on the lookout for the next market showstopper.

The GCC has become a regional hub for tourism and business so there are more malls and trade centers opening in the Gulf. They all need to display valuable information to visitors so the demand for reliable big-screen technology is increasing.

Technologically, we shifted from LCD screens to LED screens for a better visual experience—they're also more durable. Previously used only indoors, we see more LED Outdoor Video Walls for outdoor advertising. The costs of these monster displays have fallen so you'll find a commercial-sized LED "Wall" installed in almost every luxury VIP home in the UAE.

What is GCG Enterprise Solutions' approach to customers who need a digital signage?

Our approach is mainly aligned with our key partner—Samsung. By listening to our customers we can tailor customized solution to fit their needs. Fortunately, with a broad-category technology partner like Samsung we're also delivering better quality solutions and installations for our customers.

What is your favorite recent signage project with GCG Enterprise Solutions?

Our most recent project, Dubai London Hospital, required indoor and outdoor LEDs, hospitality displays and standalone signage to manage patient and visitor information to the hospital. Our the clients were first class, but because our LED display is on a prime location on Jumeirah Road, it really highlights the huge difference in quality between our Samsung product and any other on the market and its HUGE 9x4 meter screen will demand people's attention.

Make the switch to an Epson inkjet

Replacing a laser printer with an Epson inkjet is an easy decision with benefits like these. It will boost productivity, cut energy usage and reduce waste.

Discover the advantage by visiting www.epson.eu/advantageinkjet

PRECISIONCORE
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Micro Piezo Heat-Free Technology

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95%
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Up to
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EXCEED YOUR VISION

WORKFORCE PRO RIPS WF-C879R, ECO-RESPONSIBLE, UNINTERRUPTED PRINTING

The inkjet advantage:
Epson inkjet printers use Heat-Free Technology to deliver key advantages

Consistent high-speed printing

Epson Heat-Free Technology requires no heat to warm up when it is switched on or awoken from sleep. This means it starts printing immediately making it up to 50% faster-from-ready compared to laser printers that need to preheat the fuser to print. Consistent high-speed printing is ensured, even for documents with high-printing density.

Up to
50%
faster from ready
compared to laser printers

Less power consumption saves energy and money

Epson Heat-Free Technology uses up to 83% less energy than laser technology because it does not use heat to start up. As inkjets have no fuser unit to heat, this results in significantly less energy consumption.

Up to
83%
less energy and **CO^2** emissions compared to laser printers[1]

Fewer replacement parts, lower environmental impact

Laser printers typically have more consumables and require periodic replacement of the drum, transfer belt and fuser in many cases. Epson inkjet produces up to 96% fewer used consumables than laser printers. Thanks to Heat-Free Technology, our inkjet printers use fewer parts that need replacing than in a laser printer, and our printheads are not a consumable. This reduces the environmental burden of manufacturing and recycling the additional resources.

Up to
96%
fewer used consumables
than laser printers

Less intervention increases productivity

The Heat-Free structure of Epson inkjet printers means that there are fewer parts that can fail, which reduces the amount of intervention required. As a result, Epson inkjet printers offer reliability and significantly reduced downtime.

Epson's latest Replaceable Ink Pack System (RIPS) device offers an efficient, environmentally and cost-conscious approach to printing in the workplace.

Increase productivity

Print up to 86,000 pages in mono and 50,000 pages in colour without interruption, thanks to super high-yield ink packs. Moreover, with no warm up time, the device offers a fast first out time (FPOT) of just 5.5 seconds.

Reduce service costs and increase profit margins

Featuring high capacity ink packs, there is less need for user intervention, reducing waste and logistics costs, giving you an increased profit margin over competitors.

Lower TCO

Having far fewer moving parts than equivalent laser-based MFPs, and with few consumable changes, Epson inkjet printers are highly reliable and offer significant financial savings over the lifetime of the device.

Be more sustainable

Epson's Micro Piezo Heat-Free printhead technology does not require heat in the print process, therefore reducing the power consumption. Furthermore, our RIPS technology creates a minimal need for recycling supplies.

Enjoy powerful scanning capability

Epson's enhanced ADF offers market leading thin paper support with a compact, robust design and improved scanning quality.

Enhance functionality with in-house and third party solutions

Gain complete control of printing operations with Epson and its partners' solutions, allowing devices to be set up to meet specific and changing business requirements.

Integrate with Epson Print Admin Serverless (EPA Serverless)

Seamlessly integrate the WF-C879R series into security and compliancy rules, and regulations without the burden of maintaining a server system.

Remotely support and deploy services

Epson Remote Services (ERS) is our cloud-based device monitoring and management system helps service providers to perform accurate remote diagnosis without compromising on security. The embedded agent on the WF-C879R allows for seamless setup and use.

MEET THE EPSON EXPERT!

Husam Al Zughayyar, Regional Sales Manager UAE and GCC at Epson Europe B.V.

Husam is a veteran executive with a proven track record of empowering organizations and governments to collaborate and connect using innovative technology. He joined EPSON in 2018 and is the company's Regional Sales Manager for the UAE and the GCC, leading and coaching sales teams and channel partners while developing complex and winning solutions across UAE Government Sector.

He develops implementation of tactical plans to drive business sales strategies and fosters customer relationships to achieve maximum results.

From earning his Bachelor's degree in Information Technology from Al-Quds University, Husam assumed several vital roles in Xerox over eleven years, including Head of Government and Public Sector Sale Operations in the UAE and was responsible for driving growth within key government accounts.

Now with Epson, we asked Husam a bit more about his brand.

Continued over...

Husam, Epson is a world technology leader; how has the brand been shaping the printing market in the region?

For the Epson Middle East team, innovation is a top priority with a global investment of around €1.4 million (AED 6.2 million) injected into research and development (R&D) every day. Epson has ambitious plans to grow and invest in people, services and products in the Middle East, especially in the UAE and Saudi Arabia markets. Our Middle East team has played a strong role in helping to shape the region's printing sector with unique product offers and solutions for its customers. For instance, we've led the way with strong use-cases for Epson's inkjet printers that use Heat-Free technology. When our customers realized the benefits of consistent printing at high-speeds of almost 50% faster than their current laser printing systems there was no turning back. Regardless of the technology's effectiveness, client's highest priority always tends to be costs, so the promise of an 83% energy reduction and 96% reduction in used-consumables in our corner really ticked that box. Our eco-conscious clients also responded well to the lowered CO^2 emissions our printers offer, thus lowering their environmental impact.

In the recent months, especially with the onset of COVID-19, we have seen a strong demand for Epson's smart and sustainable technological solutions, helping the need for physical distancing and lowered intervention in addition to being cost-effective and eco-friendly.

What are the latest trends happening now in the printing market?

When it comes to the printing sector, organizations have prioritized sustainable and eco-friendly printing, and as mentioned, our solutions deliver both—plus efficiencies of time and costs. With more companies choosing to rent, shifting to a new system is relatively inexpensive. The costs associated with switching to an Epson smart solution that helps an organization save money are negated and therefore worth the outlay, while companies enjoy the corporate recognition that comes with creating a cleaner, greener environment.

For the education sector as well, printing at home is now more important than ever before. To cater for the increase of e-learning platforms, Epson's EcoTank printer—a cost-effective and eco-friendly alternative to the traditional ink cartridge printers—comes with a set of ink bottles equivalent to 79 ink cartridges and is enough to print up to 14,000 pages. Printing costs of the EcoTank range comes in at fewer than 2 fils for a colour page, a potential AED 4,600 in cost savings over three years.

As sustainability is a high priority for our customers in the Middle East, we're looking forward to launching PaperLab to the region. Powered by Epson's unique Dry Fiber technology, it is the first in-office, paper secure recycler in the world that turns waste paper into new paper using a virtually dry process. This revolutionary, on-demand solution will help businesses in the Middle East destroy sensitive information securely, recycle, reduce environmental impact and take back control of paper supplies.

Covid has significantly impacted the printing sector in the past year, how do you see the market in the region going forward?

Most organizations have had to amend business models for continuity. For the printing sector, we anticipate a continuous demand for home solutions, whether it is for businesses or e-learning purposes, keeping sustainability in mind. Epson witnessed a 399% year-on-year increase in online sales of EcoTank printers for the period of April to July 2020, due to the demand seen during the stay-at-home period.

As per an Epson survey, 95% of respondents believe that environmental and social impact will become more important post COVID-19. In addition, 90% of UAE employees believe that the use of green technology will be important in improving the environmental and social impact of businesses.

Epson's ethos has always been deeply rooted in not only creating technology that runs in a more sustainable way but in being aware of the environment, nature, communities, and people, so the market is already well-primed for our products.

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GCG ENTERPRISE SOLUTIONS GOES CLOUD!

Cloud Print Services, 2021: The Companies Have Spoken

GCG Enterprise Solutions has always promoted the latest technologies and innovations to support companies on their print journeys. Along with our new strategy partner, we are proud to announce the launch of MyQ Cloud Print.

To bring more light to the fast-growing popularity of cloud technologies, print-research-pioneer Quocirca scouted the cloud-print-services' market landscape and came back with a "Cloud Print Services, 2021" report, where both MyQ X and MyQ Roger are mentioned as fitting solutions for the new digital era of office document processing.

The powerful answer to the remote work question

Although relatively established as a new technology, when the pandemic forced many office workers into the remote working scenario, cloud solutions stood out as the perfect tool to deal with remote communication between people and their company's internal systems and infrastructure. Business leaders are becoming aware of the vast potential the cloud presents, which has led to the rise of hybrid (part-cloud, part on-premises) and fully-cloud workplaces.

According to Quocirca's report, 82% of the questioned organizations (consisting of 219 enterprises with 500 or more employees who use managed print services, from the UK, France, Germany, and the US,) expect more than 50% of their IT infrastructure to be cloud-based before this year's end, with 43% expecting to shift their infrastructure to the cloud entirely.

Heading towards cloud print management

The increased implementation of cloud services within these enterprises was also reflected by the way they print, with the end of Google Cloud Print services being one of the influencing factors.

The rapid and unexpected boom of home-based working meant 47% of the companies took advantage of submitting remote print jobs to their office printing devices.

Also, more than two-thirds of the companies use cloud services to manage at least a part of their printing tasks, and 39% of them have adopted a managed cloud print platform. Cloud is here to give a (virtual) hand with the spike of remote working, and print solutions should be ready to do the same to comply with their customers' needs.

MyQ is cloud-ready

In general, Quocirca appreciates that MyQ products aim to level up the efficiency and productivity of businesses of all sizes and helps them cut excess costs by shifting a part of their on-site infrastructure to the cloud environment. Particular acclaim is reserved for MyQ Roger, which "has a comprehensive range of features for businesses looking to transition to cloud-based printing." This multi-tenant, fully public cloud assistant can be of great use for direct cloud scanning, copying and printing, and digitizing and automating everyday office tasks.

However, the MyQ X product line doesn't fall behind on the cloud journey. Though it takes the more "traditional" printing solution approach, it offers various solutions for organizations that have chosen the hybrid cloud environment. MyQ X supports high availability virtual servers and is also 100% ready to be installed on the private cloud Microsoft Azure. Just like MyQ Roger, it allows users to print from anywhere without a VPN thanks to the Microsoft Universal Print connector.

So, whether your organization needs a hybrid or fully-cloud solution, MyQ is here to deliver a safe, flexible, reliable state-of-the-art solution for your document processing and welcome you to the new exciting era of cloud print services.

MEET OUR EXPERT

Girish Nair, Team Leader - MPS Solutions

Girish is one of GCG Enterprise Solutions leaders who drove several MPS projects over the past years which made GCG a regional leader in the printing sector.

As someone who has been in the printing business for several years, how do you see it evolving?

Over the past 18 years the major change in this industry is from analogue copiers to digital MFPs and then digital MFPs with integrated application (MPS/MDS etc). We've come a long way from simply selling printers with service contracts. Most printing companies in the GCC today are having to shift to managed print and document services (MPS/MDS) as the needs of their clients has shifted with the age of digitalization. Fortunately, GCG Enterprise Solutions have been the pioneers in this field, with a number of strong contenders already solving our client's business challenges in all sectors.

Several companies are confused when talking about MPS and MDS. What is the difference?

While both have similar goals of reducing costs, improving processes, increasing security, and minimising environmental impact, the main differences lie in their scope. MPS (Managed Print Services) focuses specifically on hard-copy print output- just your print operations – printers, multifunction devices, networks and printing processes.

MDS (Managed Document Services) provides a more comprehensive business solution that includes the whole document environment (including printing). Its scope focuses on how documents are managed, delivered and stored across devices, networks and channels. It even includes all aspects of document management from infrastructure and workflows to security, archiving and storage.

Several people believe that printing is a dead industry – what do you say?

I honestly don't think so. But I do believe that with newer solutions and technologies, we will be better able to support organization to be "conscious printers" and bring the processes in line with the changes in demand. Print-in-hand documents still account for much of a business's data management for its simplicity. Our clients' customers are still more comfortable with pen and paper when filling in printed documents.

But these documents need to be managed using less manpower, so there will naturally be a greater focus on optimizing document workflows and printing with MDS. Paper is here to stay for several years

What advice would you give to companies who want to implement a better document solution workflow?

Implementing DMS solutions will deliver several measurable improvements with big results:

- Minimise manual work and reduced workload for departments
- Increased efficiency and productivity
- Increased data accuracy, integrity and accountability
- Optimised workflows and more efficient information processing
- Impressive return on investment

AT THE COALFACE WITH IDC

Sagar Sudhir Jadhav
IDC Research Analyst

IDC examines consumer markets by devices, applications, networks, and services to provide complete solutions for succeeding in these expanding markets. Supporting the Imaging and Hardcopy Peripherals and Document Solutions team at IDC's Middle East, Turkey, and Africa headquarters in Dubai, Sagar's research coverage includes tracking developments in the imaging and hardcopy peripherals industry, as well as those relating to 3D printing and robotics.

The worldwide pandemic situation will have disrupted the printing industry. Was the industry forced to make any drastic changes, and if so, how did the positive weigh up against the negative?

As many organizations implemented work-from-home policies during the pandemic, demand for office printing reduced significantly, including laser office printers. It encouraged the print industry to focus on remote document solutions. On the other hand, demand for consumer printers increased as people began printing at homes. School closures led to an increase in printing educational material at home so the market witnessed increased inkjet printer sales.

Can we predict how business management solutions will be affected in the short and long term, and if so, what will we need to do to meet new challenges?

Organizations increased their interest in managing costs effectively and reducing wastage and downtime. In addition, many have increased focus on mobility, intelligent working initiatives, and moving data to the cloud. The resultant need for document solutions increased the drive to move to digital, providing vendors the opportunity to cater to these needs. Vendors need to connect their portfolio to facilitate technology delivery in an intelligent, personalized, and virtual workspace, collaborating closely with channel partners to help them understand the long-term benefits of investing in document solutions and process automation.

We're sure many exciting new ideas were temporarily shelved last year. What trends can we look forward to as these ideas and innovations get to see another day?

As the market transforms to a new normal various vendors have begun to offer end-to-end digital solutions such as remote monitoring and management; document management software for document process automation and document digitization to improve workflows with efficient processing and easy mobile access; Robotic Process Automation solutions will accelerate manual and operational business processes.

And finally, to what extent is the digitalized enterprise becoming not just a more accepted but a truly desirable end-state to be in for business leaders?

Leaders have realized that the future of work will depend on digital transformation. They are prioritizing investments in IT security, automation (robotic process automation and AI-based digital assistants), and collaboration and workflow management tools that will enable them to achieve operational and workflow efficiency.

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