



## production and protection

One of the many services offered by iBusiness, a 40-person company located in Stockholm, Sweden, is the printing and preparing of invoices for distribution, as an external service provider for other companies. The print volumes are considerable, and the pressure to ensure that all the invoices are produced on time is enormous – with heavy penalties for any delay. Printer reliability is crucial.

Early in 2002, iBusiness started examining their printer process. Project leader Jesper Broström and technical expert Jonas Ekestam were initially looking at various high volume printers from different manufacturers. The purchase price itself was not the problem, but with no redundancy, the prices were high for becoming entirely dependent on a single piece of equipment. If the printer went down, production would stop, with catastrophic consequences.

## simple solution

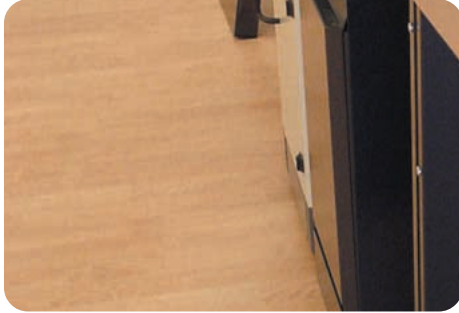
iBusiness already valued the reliability of HP LaserJet printers in the office environment, so they contacted the local HP dealer to find out if HP could help. The dealer suggested clustering printers – using a number of smaller printers in parallel to reach the throughput of a much larger printer. HP contacted the local JetCAPS partner, Swedish Print Solution AB, who presented the JetCAPS ClusterQue solution to iBusiness.

Mr. Broström and Mr. Ekestam were very interested. With JetCAPS ClusterQue clustering a number of HP LaserJet printers together, they could still achieve the high throughput of a volume printer, but if one printer was down, the other printers would still be up and running. The Job Failover function of JetCAPS ClusterQue would even manage the workaround until the missing printer was back on-line.

## custom modification

Each month iBusiness receives files from their customer's business application. These print files are normally in ASCII or XML format. iBusiness has proprietary software that translates them into PDF, before printing and enveloping. The standard JetCAPS ClusterQue product could not work directly with the PDF files, so some changes were necessary. Through the JetCAPS network, Swedish Print Solution contacted the JetCAPS solution provider,



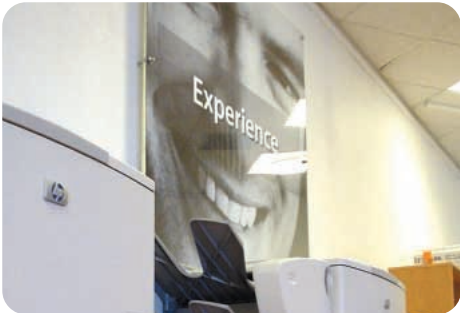


LBM Systems, LLC, who are responsible for ClusterQue. Using sample files from iBusiness, LBM Systems created a customized version of their product specifically adapted to iBusiness' printing environment. Now the output from the iBusiness software is sent directly to JetCAPS ClusterQue, which then distributes it between the available printers to print it at the highest possible speed.

## in-house expertise

The attraction for iBusiness of using HP LaserJet printers with JetCAPS ClusterQue extends to the running of the system too. Not only is the final purchase price much lower than a specialty high-volume printer, but the running costs are lower, and if anything goes wrong, the downtime is invariably shorter: whereas a failure in a high volume printer means waiting on an expensive visit from the manufacturer's technician, most problems encountered with HP LaserJet printers can be addressed by the in-house team.

The first test of the JetCAPS solution was made in December 2002, and within two months, iBusiness was running their business on a couple of HP LaserJet 9000DN printers, combined under JetCAPS ClusterQue. iBusiness was soon looking for new customers, and they are planning to add further HP LaserJet 9000DN printers over time to reach a printing throughput of up to 1000 pages per minute. And all this without becoming dependent on a single piece of equipment.



For further information please contact your local JetCAPS Partner at [www.jetcaps.com/jetcaps/partner](http://www.jetcaps.com/jetcaps/partner)



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