Service Description
Cloud Managed Print Service

Microsoft
Solutions Partner

Infrastructure
Azure

Why Fordway?

Over 30 years' experience advising and delivering strategic IT infrastructure and IT service delivery change to complex enterprises.

As a trusted Microsoft Gold partner, with numerous ISO accreditations, we will help you develop a strategic and tactical plan on how to get the best of the cloud for your business.

Our advice will be aligned to your business requirements. We then assist with the ongoing operational management and optimisation of the resulting cloud service, based on best practice defined by the ITIL service management framework.

Why Fordway?

A simple yet secure printing solution that provides all the benefits of a cloud platform to a traditional requirement that currently needs on-premises equipment, namely printing. When organisations are adopting "Cloud First" strategies, printing is one of the areas that still requires legacy solutions. With CMPS, printing can be performed from the cloud too!

Fordway CMPS provides a complete hybrid cloud-based print service, to any organisation, irrespective of size, status and complexity. The service allows organisations to remove their reliance on legacy print solutions and the hardware required to run and support the traditional printing infrastructure. It allows for full management, control and auditing of the print environment from a single location. Fordway have two options available:

The Universal Print Service which has recently been released by Microsoft. The EveryonePrint HCP (Hybrid Cloud Platform) to provide a government approved, secure print solution, including support for legacy and non-standard printers not supported with Microsoft UP drivers. For both options, Fordway configure, monitor, manage and secure the print service and queues for organisations, removing a significant headache from day-to-day IT support.

The reason for the two options is that currently the Microsoft option doesn't support all the capabilities most organisations require, in that it only supports a subset of printers and does not handle specialised devices, such as barcode printers, or . The Everyone Print option provides full functionality organisations require, including secure printing, legacy printer and non-standard device support, but at a higher price. The two options can be combined into a single service.

Microsoft Universal Print:
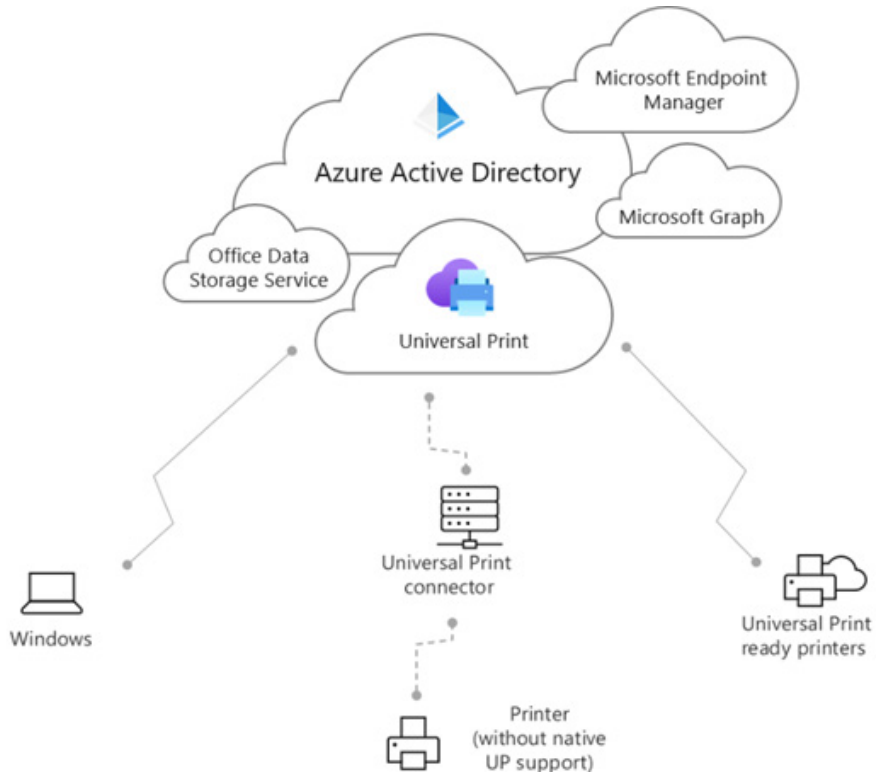
Fordway Secure Cloud Print:

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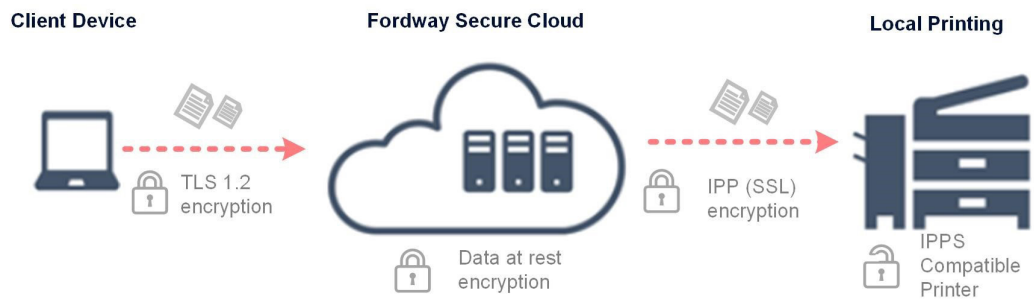
The key characteristics of Fordway's CMPS services are:

✓ **Central Management of all printing –** Single point of management of all printing, across all sites, including home-workers. Fordway manage all print services and drivers, from their 24x7x365 service desk.

✓ **Auditing -** Comprehensive auditing of entire print environment, with reporting. Centralised Azure portal

✓ **Supports Mixed Print Solutions -** Supports all networked printers and MFP devices regardless of vendor and model, including all the extra finishing/ functionality built into the devices via the usual drivers. All from within one single independent print driver.

✓ **Remove Legacy Printing Solution –** Removal of the existing legacy print servers and provision of Cloud based service.

✓ **Works with Multiple Device Types –** Will work on disparate device environments including, Windows, Mac, Linux, Chromebook, WVD, VDI.

The specific characteristics of Universal Print are:

✓ Uses Azure AD and Zero Trust Networks, backed by X.509 certification.

✓ All print data is stored with the same security as other Office data.

✓ Licences included with commercial and educational M365 and Windows 10 subscriptions

The specific characteristics why you may require the Fordway Secure Print service are:

✓ Supports "pull" print capabilities, via PIN authentication, smart-cards and passwords to access print jobs

✓ Allows the use of mobile application based print verification and download.

✓ Offers legacy printer support for devices not offering MS Universal Print compatibility

Key Benefits

- Single print solution & client for all devices
- No more site based print infrastructure!
- Cloud based and Internet ready for rapid deployment
- Secure Printing from anywhere, removing the need for VPN's
- Fully managed service which Fordway run on your behalf
- Web portal for end users
- Granular print options based on RBAC
- Trained, certified and experienced technical staff manage the entire process
- Integration with multiple authentication providers (e.g. Okta, Azure AD, LDAP for single sign-on)
- Single print driver, with full printer finishing/ functionality built-in
- No more multi-drive updates or issues with finding a print driver

- Uses best in class software, designed and built to run in the cloud
- Secure and legacy based print options tailored specifically to organisation requirements
- Reduce Printer operations and costs, ability to audit printing and reduce unnecessary printing
- Works with multiple device types, across thick and thin client solutions including (Windows, Mac, iOS, Android, Chromebooks, WVD, Citrix VDI, DaaS)
- Known fixed cost for service which scales in line with your organisational data growth
- Cloud and Local based options to mitigate print latency
- 24 x 7 monitoring and proactive alerting on all key components

Information Assurance

Fordway offers over 30 years' experience advising and delivering strategic IT infrastructure and IT service delivery change to complex enterprises. This is a new service introduced to fill a specific gap in the market, namely secure cloud printing. Fordway have been providing service in G-Cloud since the first iteration in 2012, our services have been enhanced with each iteration to support market needs. Fordway's consultancy helps inform your strategy and review the options relevant for your organisation. Our advice will be aligned to your business requirements. We then assist with the migration from your current service onto Fordway's services, thereafter take responsibility for ongoing operational management and optimisation of the resulting cloud service, based on best practice defined by the ITIL service management framework.

Data Security:

All data parsed under Fordway's CMPS is held securely with encryption in transit (TLS 1.2) and at rest using PKI encryption with 8 hour rotating keys (for Universal Print this is AES-256 or you can use your own keys). The printer servers are located within Fordway's secure Cloud environment on Azure or within the Azure infrastructure itself (if using Universal Print).

Service Levels

- Fordway CMPS is delivered from Azure UK datacentres. The service is offered with 99.9% availability, and is monitored and managed 24 x 7.

- Fordway's CMPS service requires an internet connection from the client. The prints are sent securely via resilient cloud-based print services and onto the networked printer at the end-site. Support for IPPS is required on the printer for secure printing (local IPPS devices can be provided if printers not to this standard) or Universal Print-compatible devices.

Service Management

Fordway have a dedicated Service Operations team continually monitoring all aspects of the service, a Service Continuity team providing manned 24 x 7 operational support and updates, with Fordway's Service Desk responding to any issues with the service. Service performance and availability is included as part of the management service.

Daily and Monthly reports are produced to show the service levels provided and a Service Owner is appointed for both parties who will meet on a regular basis to review the service and act as the primary contact points.

Service Terms

Service Initiation (on-boarding)
The service onboarding is a professional services engagement. The following procedure will be used to commence the service:

- Understand the work requirements
- Sign Non-Disclosure Agreements
- Provide a combination of Project Manager, consultants and engineers relevant for the work profile
- Review the customer requirements and determine the contractual requirements
- Agree the scope of the engagement with the customer and provide a Project Initiation Document which will define the engagement.
- Schedule work
- Commence engagement
- Provide deliverables
- Complete engagement

Suitable resources are likely to be required from the customer and potentially third-party organisations to initiate the service, working alongside Fordway staff. The actual roles and responsibilities will be finalised and agreed in the Project Initiation Document.

Termination Terms
Termination terms are per G-Cloud framework contract terms and conditions.

Service Levels
As the service is hosted and run from Microsoft Azure, the service levels will be defined by the underlying Microsoft SLAs for Azure, in line with the resilience configured in the environment

Service Management
Service Management is provided as part of the service. Customers will have an assigned Service Delivery Manager, access to Fordway's Customer Portal for service incidents and request management, plus monthly service reports and scheduled service reviews. All service is delivered to ISO20000 and aligned to the ITIL best practice framework.

Financial Recompense
Fordway offers service credits if the Fordway provided elements of the service do not consistently meet the SLA. Interruption or failure of underlying Azure infrastructure is covered by Microsoft's Service Credits.

Service Connectivity
The Service is Internet based, the customer will need suitable capacity and quality Internet connectivity to allow VPNs to be created to access the Azure resources.

Fordway's Azure Lighthouse/Azure Resource Manager tenancy management framework for the duration of the service.

Trial of Service
Not applicable to this service, although elements of the transition will be tested and can be implemented as a pilot. These requirements will be determined as part of the Project Initiation Document.

Data Security
Fordway is Cyber Essentials Plus accredited. Customer data is managed to ISO27001, 27017 and 27018 certified procedures. All data is stored, processed and managed in Azure. Where applicable Fordway will recommend, implement and operate suitable Azure Backup and Recovery procedures for the environment. Azure costs for these will be charged to the customer's Azure accounts.

Training
Fordway will provide skill transfer where applicable and documentation as part of the service onboarding. Formal training and courses can be provided if required.

Customer Responsibilities
Fordway will apply data access restrictions and other information security policies as mandated by the customer and required within Fordway's own organisational security controls. The customer is required to provide the necessary resources and information to allow Fordway to achieve the service deliverables as agreed within the Project Initiation Document.

Change Management
All changes will be delivered through the Change Management process defined and configured in Fordway's Customer Portal. The process and toolset can interface with the customers Change Management processes.

Data Migration
Where data migration is required, this can either be done as a chargeable element of the service onboarding by Fordway or undertaken by the customer as part of their responsibilities.

Backup and Restore
Where Fordway have the responsibility for maintaining and managing the customer backups, this will be included in the service. Where the customer chooses to manage their own backups, they will be accountable for this function.

Ordering

Fordway's services can be ordered by contacting your Fordway account manager or other members of our team on **01483 528200**, emailing **sales@fordway.com** or using the contact form on **www.fordway.com**

Public Sector customers can order Fordway Cloud services through the G-Cloud Framework, please go to **www.digitalmarketplace.service.gov.uk**, search on Fordway and browse the catalogue.

Our Accreditations

ISO 9001
ISO 14001
ISO 27017
ISO 27018
ISO 20000
ISO 27001

HSCN HEALTH & SOCIAL CARE NETWORK COMPLIANT

CYBER ESSENTIALS PLUS

Microsoft Solutions Partner
Infrastructure
Azure

PSN Public Services Network

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