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*- Eddy Paul, Director of Consulting Services, CGI*

### **CGI Group**

#### *Hosting Service Provider Solves Remote Printing*

#### **The Situation**

CGI is a leading IT and business process services provider. With approximately 25,000 professionals operating in 100+ worldwide offices, CGI offers consulting for and hosting of the Oracle E-Business Suite on an international scale. Like Unitask, the hosting service provider defines success by exceeding expectations and helping clients achieve results.

One of CGI’s customers, a world leader in industrial and medical gases, needed a better remote printer management solution for the Oracle E-Business Suite. The customer maintains a worldwide sales force that travels constantly.

“They told us that it was inefficient to have the sales people come into a local office just to print some report from the Oracle system,” said Eddy Paul, director of consulting services at CGI. “They wanted a way to print from Oracle to any printer, not just printers defined in Oracle, so that these sales people could print reports to their home printers or any other printer easily.”

#### **The Challenge**

Those familiar with the Oracle E-Business Suite know that configuring a printer in Oracle is no easy task. As such, enabling hundreds or even thousands of remote or home printers is virtually impossible. In addition to requiring that printers be “network visible,” those same printers must also be configured in UNIX or Linux and the Oracle environment.

For CGI’s customer, this calculated out to be an impossible task both financially and technically. Given the limitations of printing within the Oracle E-Business Suite and the scope of the requirement, CGI knew it needed a better solution that handling printers one by one.

## **The Solution**

To address its customer's need, CGI sought out third-party software solutions.

CGI found Unitask would meet the customer's need to print from the Oracle E-Business Suite to any printer, anywhere. In order to seal the deal, CGI installed Output Director on its customer's test instance and demonstrated its capabilities.

"It was pretty easy from that point. Our customer saw it was going to work for them. We didn't even have to research alternative solutions," said Paul.

## **The Results**

Now that Output Director is in production, the customer's sales people are spending less time printing and more time selling.

"As a hosting service provider," said Paul, "Output Director has given us the opportunity to offer enhanced services to our customers. It has been a great solution for us. We needed a product, we found it, we implemented it and now our customer has forgotten about the problem because the problem has been solved. We've already begun recommending Output Director to our other customers."

## **About CGI Group**

CGI Group Inc. is an information technology (IT) management and business process services (BPS) company. Founded in 1976 and headquartered in Montreal, Canada, CGI employs approximately 26,000 employees in over 107 offices worldwide and has 15 delivery centers across five countries. CGI is certified ISO 9001-2004 and has CMMI Levels 3 and 5-compliant global delivery centers. More information at [www.cgi.com](http://www.cgi.com).

## **About Unitask**

Unitask is committed to helping organizations implement, manage and run their Oracle E-Business Suite. Unitask creates, sells and supports software products based on experience gained from over a decade of Oracle E-Business Suite implementation projects. Customers of the Oracle E-Business Suite around the world rely on Unitask products to eliminate implementation and operational risk, improve the quality of the application and accelerate time-to-value. For more information, please visit [www.unitask.com](http://www.unitask.com).

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