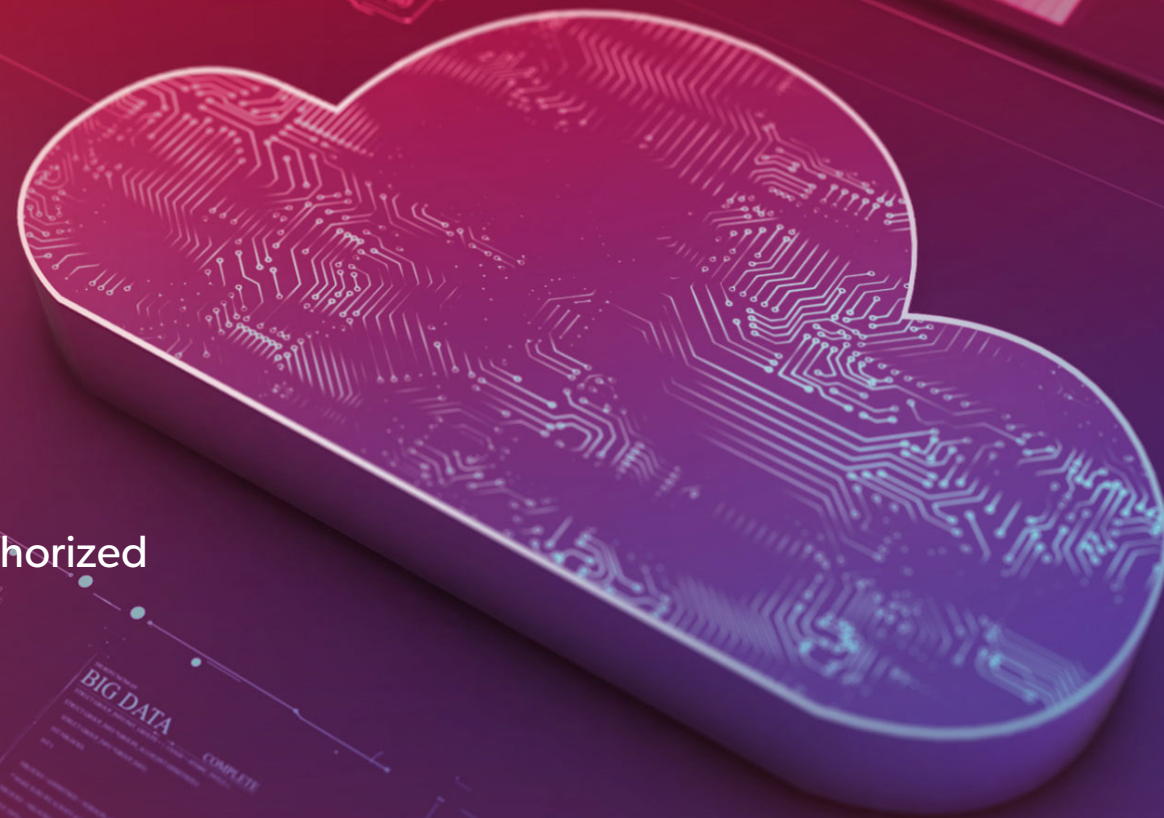


# Empowering print management in government digital transformation

A new report explores the advantages of FedRAMP-authorized print management in today's evolving landscape.

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**M**any enterprises tend to underestimate the security risks associated with printers when evaluating the overall cyber threats to their operations. While the primary focus is often on safeguarding computers and network devices in the workplace, the security of printers tends to be frequently disregarded or overlooked due to straightforward functionalities.

As printers became increasingly connected to enterprise networks and managed remotely, they have provided hackers with new means of attack, especially as workers began relying on these devices for multiple uses from remote locations. According to recent [research from Quocira](#), 61 percent of IT decision-makers surveyed reported at least one data loss in the last 12 months due to a print-related breach. Although some breaches may be attributed

to human errors, such as printouts left in the output tray, they still serve as a stark reminder of the potential dangers of printers left unchecked.

Considering the vast volume of sensitive information that companies and individuals routinely commit to paper, such as tax forms, financial statements, medical records, employee data, and more—unprotected printers, accessible via the Internet, could be easily compromised within minutes, highlighting the need for heightened security measures.

“However,” said John Spiak, senior manager of Solution Support at Canon U.S.A., “when we consider the technological landscape and inquire about recent significant innovations in printing, there is a noticeable absence. While our devices and those from many manufacturers have evolved to become more affordable,

faster, and more feature-rich, the foundational server technology remains largely unchanged.”

“As systems age, vulnerabilities tend to emerge and are increasingly exploited like a major software provider, like the print nightmare experienced by a major software provider a few years ago.” added Spiak.

## The need for efficient print management solutions

[Quocirca's Global Print Security Landscape 2023](#) shows that despite rapid digitization, 70 percent of respondents remain dependent on print today. This reliance on printing creates a need for adequate print security.

However, respondents also indicated declining confidence in the ability to protect the print infrastructure against security breaches. The study shows that IT decision-makers are less confident in the security of their print network than they were a year ago—only 19 percent are completely confident that their print infrastructure is protected from security breaches and data losses today, a drop from 23 percent in 2022.

To help ensure a proper level of focus, efforts to bolster print security remain ongoing. An encouraging sign of this is that close to 80 percent of the respondents expect an uptick in print security investments in the next year.

But security is about more than just securing endpoints. It requires complete alignment between security and enterprise operations throughout the organization, from infrastructure to staff training. External threats are not limited to the digital world, and to protect information through its entire lifecycle, it's vital to think holistically.

## Controlling operating costs

In light of declining confidence and persistent data breach risks, it is imperative for organizations, especially government agencies, to prioritize robust print management solutions that not only help to mitigate print security risks but also enhance the efficiency and cost-effectiveness of print-related processes.

As government agencies increasingly adopt digital transformation to improve their efficiency, effectiveness, and transparency, they need to be able to tackle challenges with a dispersed workforce or increased data volumes. Print management solutions can play a crucial role in helping agencies in their efforts to control operating costs by:

- **Reducing hardware costs:** By optimizing the deployment of print devices, agencies can have the opportunity to lower hardware expenditures.
- **Minimizing print waste:** These solutions take control of default configurations and can help agencies manage user access to print devices, which can support the oversight and regulation of employee print habits, curbing print waste.
- **Streamlining supplies replenishment:** Auto-replenishment services can help agencies automate the management of supplies, helping to provide a seamless and efficient process.
- **Cutting IT support costs:** These solutions can help minimize the burden on IT support by enhancing the manageability of printers and multifunction devices centrally.
- **Lowering paper output and energy consumption:** Encouraging users to print only what's needed and allowing finishing options to be changed at a compatible Canon device prior to printing helps to save paper and energy.



**“I believe one aspect agencies may not fully appreciate is the extensive impact of enterprise printing within an organization. This encompasses the multitude of servers in use and the overall security risks it introduces. When people encounter a network printer or copier, they often consider the more apparent risks, such as the potential for inappropriate printing or data breaches.”**

John Spiak, Senior Manager of Solution Support at Canon USA

Managing a large fleet of devices can be a daunting task, as one of Canon's federal customers experienced. Working with Canon, they implemented a managed print services strategy to reduce the impact of their internal IT resources, which included an on-site technician as well as cloud-based device management for their 200 imageRUNNER ADVANCE DX multifunction devices.



*"Our solutions, thoughtfully designed to provide security features, streamline the organization's administrative workflow, offering virtually seamless adoption with the added assurance of FedRAMP moderate level authorization."*

Aaron Hale, Senior Manager for Vertical Markets at Canon USA

As more and more agencies rely on the cloud, it's important that they actively seek cloud services that adhere to government policies. Compliant with FedRAMP holding a moderate level ATO, Canon Office Cloud is designed to support a government agency's managed print strategy, enabling customers to track asset inventories, enroll in automatic supply replenishment, and view fleet health in real-time, as well as see historical performance.

### Supporting print and scan infrastructure

With the work environment constantly evolving, customers are adopting different approaches to managing their print landscapes. One federal customer in particular instituted a "hoteling" method, allowing employees to choose their workspace rather than having assigned cubicles. In line with agency directives to mitigate FedRAMP-authorized cloud services, Canon Office Cloud's print and scan service enabled these employees to print from any compatible device and Secure Print release using their agency-provided CAC/PIV cards with compatible Canon MFPs.

Aaron Hale, senior manager for Vertical Markets at Canon U.S.A., elaborated on their solution's feature set, with one segment dedicated to print management and the other focusing on device management. In the realm of device management, SiteAudit, which is available on the cloud or on-premises, performs device discovery, identifying networked and local devices.

This feature holds significant importance, particularly within government contexts with complicated device acquisition procedures, as it comprehensively inventories the customer's compatible devices.

Notably, SiteAudit extends its reach beyond high-end Canon printers, identifying and capturing data from all compatible networked devices.

In addition to providing essential status information such as toner levels and meter data, it also records vital security-related data. For instance, it monitors firmware levels, an

essential element agencies use as part of addressing vulnerabilities over time so they can see if device fleet security features remain current. Furthermore, it identifies potential security gaps, such as open ports, and can promptly alert the customer, empowering them to take action.

Conversely, uniFLOW Online, the second feature set of Canon Office Cloud, primarily revolves around user access and print management. This platform grants users control over their print jobs and device access across their fleet. Employing a unified driver, users can seamlessly—and while using security features—send print jobs to the uniFLOW Online service using the uniFLOW Smart Client application. These jobs are stored until users opt to release them at compatible, networked internet-connected device authorized for uniFLOW Online. Additionally, uniFLOW Online simplifies the scanning process, enabling users to send scanned documents to other compatible FedRAMP-authorized services. This opens up options to route documents to platforms like Box.com, OneDrive for Business, and various Microsoft Office 365 applications, including Outlook.

### Leveraging cloud printing

In many cases, print servers are simply not necessary. This has several advantages; it can help reduce the security workload associated with server management and simplifies the printing process. Canon Office Cloud's uniFLOW Online lessens the demand for multiple print drivers, among other benefits.

Government organizations should review service descriptions found on the FedRAMP marketplace website. As of the writing of this, the uniFLOW Online feature of the Canon Office Cloud solution is the only FedRAMP-authorized (moderate level 2) service supporting managed print services that offers authentication for device access (including CAC/PIV/SIPR), Secure Print and print delegation features, as well as tracking and reporting of print, scan and copy costs.

Cloud printing solutions, like uniFLOW Online, offer centralized management, helping to streamline the process for IT teams to oversee, control, and sustain their fleet of devices. In the past, problems like low toner levels or paper jams could often go unnoticed by IT until a user reported them, resulting in reduced productivity.

This challenge was often compounded by the geographical distance of the device from the central IT team, making it challenging to diagnose and resolve issues promptly.

### Cloud-based tools, like Canon Office Cloud solution, empower IT teams to:



#### Reduce paper consumption

Print management solutions can track user printing behavior, identify double-sided printing opportunities, and offer mobile printing options to help reduce paper usage.



#### Streamline workflows

Automating print workflows can assist in freeing up staff for more critical tasks.



#### Limit Unauthorized Usage

By monitoring and controlling printer access, these solutions can help agencies in their efforts to safeguard sensitive government data.

By using Canon Office Cloud print management solutions and bridging the gap between physical and digital information, agencies can continue their digital transformation journey. This includes modernizing operations, improving productivity, and adapting to evolving needs while reducing costs and implementing security features—across various compatible devices they're using or where it's based. Additionally, Canon's solutions align with the federal government-wide standards set by FedRAMP, providing a standardized approach to security assessment, authorization, and continuous monitoring for cloud offerings.

*Learn more about using tools like this that can help maximize cost savings, enhance productivity, and support an agency's data security efforts.*

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