WHAT INDUSTRY ANALYSTS ARE SAYING

ENTERPRISE WORKFLOW SOLUTIONS & INNOVATION

This document provides trends, insights and commentary on the key aspects of Enterprise Workflow Solutions, including print management, document capture, 3D print management and managed workflows.

Y Soft has been recognized by leading industry analysts for both anticipating market developments and innovation. Included within this report are a selection of leading analysts' findings.

IN THIS ISSUE:

1. Print Management & Document Capture:

    A. Integrated Solutions

    B. Workflow Management

    C. Document Security

2. 3D Printing and 3D Print Management

3. Supporting the Sales Channel

4. Flexible Solutions

    A. Subscription Pricing

    B. Modular Software

1. Print Management & Document Capture

The need to reduce print services costs, increase document security and support the growing use of mobile devices, continue to drive the adoption of print management software in the enterprise. Y Soft works closely with the major global OEMs to provide access control, job tracking and enterprise level industry print management solutions on a global basis.

However, organizations are looking to derive more value from their hardware and software investments.

Y Soft continues to stay ahead of the market by offering new, integrated solutions to its YSoft SafeQ Workflow Solutions Platform. In addition to enterprise level print management solutions, YSoft SafeQ offers an integrated document workflow solution.

A. Integrated Solutions
As workloads and demands continue to increase for IT teams, being able to access fully integrated print solutions is an attractive proposition. In his April 2016 report *"Y Soft: A Company Worth Watching"*, Ken Stewart of Photizo recognized that Y Soft's customer centric approach is focused on improving the end users experience while alleviating the pressures on the print administrator.

"From packaging to pricing and everything in between, I particularly like Y Soft's philosophy and approach. Y Soft prides itself on being a well-integrated solution – "one solution, one help desk, one contract." The company seems to go out of its way to build reliable solutions that reduce client impact and enhance satisfaction. From a new user experience to integrations in workflow and 3D printing, I believe Y Soft is a company worth watching." [1]

B. Workflow Management
Identifying customer's demand for more value from MPS (Managed Print Services) early on, Y Soft developed its YSoft SafeQ Workflow and Enterprise Suites to enable organizations to automate time consuming, paper-based tasks. In their report, Gartner recognizes Y Soft as being favourably positioned to help organizations with both print and the digital capture, processing, storing and retrieval of documents through one integrated workflow suite.

"The importance of managed content services (MCS) continues to grow, as more organizations struggle with managing their content in all its forms. Gartner predicts that up to 40% of MPS contracts will have a significant MCS element by 2020 (see "Forecast Overview: Print Hardware, Software and Services, Worldwide, 2016"). More customers will seek solutions that are capable of handling not just their printing needs, but also all of their information and communication needs." [2]

C. Document Security
Document security continues to be an important factor, driven in part by mobile adoption rates. For all organizations, data security is critical. With a data breach having far reaching financial, legal and reputational implications, document security has to be given the same attention as network security.

In January 2017, Quocirca's "Print Security: An Imperative in the IoT Era" report stated that 72% of organizations surveyed indicated that insecure print infrastructure was a major concern.

Within the same report, YSoft SafeQ was identified as addressing key areas for print security. Y Soft partnerships and fully integrated solutions help organizations manage their print environment effectively and most of all, keep it secure.

"The YSoft SafeQ platform addresses three key areas, print management for traditional printers and networked MFPs, 3D print management and document capture. A server application connects MFPs and networked printers to the corporate directory, enabling the implementation of pull printing, print governance policies as well as workflows for the capture, processing and distribution of digital content." 3

Suggested Reading:

PHOTIZO ◆ GROUP	1. Photizo, Y Soft: A Company Worth Watching; 14 April 2016; Author: Ken Stewart Read the report
Gartner	2. Gartner, SWOT: Y Soft, *Print Software, Worldwide* (G00316782); 12 January 2017; Analyst: Lai-ling Lam Download the report
quocirca	3. Quocirca, Print Security: An Imperative in the IoT Era; January 2017; Authors: Louella Fernandes, Bob Tarzey Read the report

2. 3D Printing and 3D Print Management

A key development for the print industry in recent years has been and continues to be 3D printing. When considering new technology, it is understandable that customers would look to innovative, experienced partners like Y Soft to help them transition, manage and optimize the solution.

An important consideration for adopting 3D printing is cost, making workflow management software critical. Y Soft, a key innovator in the print industry identified this need early and launched YSoft be3D eDee, its print management software for 3D printing in March 2016. The launch was highly commended. Today, Y Soft leads the industry in offering a solution that provides print management across traditional printers and 3D printers.

Y Soft's focus on developing print management solutions that help organizations adopt emerging technology, such as 3D printing, makes them a key influencer and source of expert advice within the print industry.

"By 2018, 3D printing will be a mainstream technology market with new participation from large and established document printing, contract manufacturing and electronics vendors." 4

"3D printing demand will continue to accelerate, but the lack of workflow software inhibits more rapid market development, especially for industrial scale applications. Operations managers should use this research to evaluate the 3D print workflow landscape and available solutions." 5

"IDC believes this announcement [YSoft be3D eDee] demonstrates the changing needs for management of 3D printers, especially as they enter heavily controlled 2D printing environments. eDee represents a way in which the company can help address the demands of accelerator technology by leveraging the knowledge gained from the traditional hardcopy market." 6

Suggested Reading:

4. IDC, Market Analysis Perspective: Worldwide 3D Printing 2016; Published August 2016; Authors: Keith Kmetz, Alyson Frasco

Download the report

5. Gartner, Innovation Insight for 3D Print Workflow Software (G00309087); Published 12 August 2016; Analysts: Pete Basiliere, Nigel Montgomery

Download the report

6. IDC, Y Soft Announces Print Management for 3D Printing (#US41139116); Published March 2016; Authors: Tim Greene, Arianna Valentini

Read the report

3. Supporting the Sales Channel

Supporting channel partners is key to many solution providers and while it is normal in many sectors, this has not been the case for enterprise workflow solution providers. Y Soft appreciates the value that its partners offer and is 100% committed to the channel. Y Soft never sells directly so it is never in competition with its partners, instead it works with them to ensure that all parties benefit from success.

In October 2016, Y Soft announced the YSoft Global Operational Excellence (GOE) Framework. The YSoft GOE Framework is a set of services and tools that map to ITIL certified processes to ensure organizations who choose YSoft SafeQ Workflow Solution Platform for print management and document workflow achieve their desired ROI upon implementation and throughout the life of the solution.

The IDC Flash Report "Y Soft Announces Global Operational Excellence Framework — A Services Offering for Y Soft Partners" recognized the channel's need for more resources to successfully and efficiently offer, deploy and support print management and document capture workflow solutions.

Used by certified Y Soft partners, the YSoft GOE Framework is the industry's first formal methodology that ensures customers receive the true value of print management and document workflow and provides ongoing, state-of-the-art, pre-emptive care.

"The GOE Framework is a step in the direction of providing a tool for this audience to better sell print management solutions." 7

Suggested Reading:

7. IDC, Y Soft Announces Global Operational Excellence Framework - A Services Offering for Y Soft Partners (#US41894716) Published October 2016; Authors: Allison Correia

Download the report

4. Subscription Pricing & Modular Software

A. Subscription Pricing

Gartner's *"SWOT: Y Soft, Print Software, Worldwide"* 8 report, published in January 2017 states that while common in several other major software markets, subscription pricing is new to the print management and document capture software markets.

Gartner goes on to predict that, by 2020, more than 80% of software vendors will change their business models from traditional license and maintenance models to a subscription-based model, regardless of whether the software resides on premises or in the Cloud. The leading research firm recognizes that due to its speed to market in offering subscription pricing, Y Soft is well positioned to gain competitive advantage.

B. Modular Software

Underpinning Y Soft's subscription based pricing is a full suite of modular based deployment options that offer customers of all sizes flexibility and control. Customers can select the Y Soft module(s) required, or a suite of modules. This means that customers pay for what they need, adding modules and/or suites as their requirements change. In December 2015 Photizo's announcement *"Y Soft Software Subscription Service Just Upped the Ante"* identified the opportunities Y Soft offers those customers who want to defer capital, better stage large-scale deployments and move to a truly utility model.

"By providing the full suite or modular deployment options, customers of all shapes and sizes are able to step into a truly utility model. Meanwhile, channel partners can more easily marry their own contract terms to that of the Y Soft's without a lot of complex configurations." 9

"The YSoft SafeQ platform is proving an attractive proposition for organisations, particularly SMBs that want a low cost and modular approach to print management and security. Channel partners also benefit from a multi-tenancy approach where they do not pay for the same module twice if they are sharing the infrastructure between multiple customers." 10

Suggested Reading:

Gartner

8. Gartner, SWOT: Y Soft, Print Software, Worldwide (G00316782); Published 12 January 2017; Analyst: Lai-ling Lam

Download the report

PHOTIZO ◆ GROUP

9. Photizo, Y Soft Software Subscription Service Just Upped the Ante Published 10 December 2016; Analyst: Ken Stewart

Download the report

quocirca

10. Quocirca, Print Security: An Imperative in the IoT Era; Published January 2017; Authors: Louella Fernandes, Bob Tarzey

Read the report

Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a purpose.

About Y Soft

Y Soft provides intelligent enterprise office solutions that help build smart business. Our YSoft SafeQ workflow solutions platform is used by corporations and SMB organizations to manage, optimize and secure their print and digital processes and workflows. Our 3D print solutions are focused in the Education sector where they provide unique workflow and cost recovery benefits.

Founded in 2000, the company is headquartered in Brno, Czech Republic, with offices in North and Latin America, Europe, Middle East/Africa (EMEA) and the Asia Pacific region (APAC). For more information, please visit www.ysoft.com.