



YOUR CLOUD TRANSFORMATION JOURNEY

A GUIDE TO CLOUD-BASED PRINT SERVICES

Canon



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INTRODUCTION

TO CLOUD-BASED PRINT SERVICES



“Cloud services, or cloud computing, are models for creating widely available, convenient and on-demand network access to a shared pool of configurable computing resources.”

– Digital.govt.nz¹



Cloud First Policy for Government

Peoples’ expectations of the public sector and the services it provides are rising. At the same time government institutions are faced with rapid social development and a huge number of policy objectives in a constantly changing environment. Simultaneously, budgets are shrinking and debt burdens increasing. Government institutions therefore need to do more, albeit with less, to increase efficiency, improve allocation of resources and maintain high-quality and accessible data.

The New Zealand government has recognised that by adopting cloud computing as a foundational ‘building block’, agencies are able to address many of these challenges. The government’s Cloud First policy requires its organisations to adopt public cloud services in preference to traditional IT systems, following risk assessments². When it comes to considering cloud based services for print, it’s important to understand:

- How the solution fits in with the government’s direction on cloud
- Does it align with the Zero Trust principle
- What potential benefits your agency could achieve

GOVERNMENT DIRECTION

ON CLOUD

“The New Zealand government requires public sector organisations to accelerate their adoption of cloud services – in a balanced way – so they can drive digital transformation.”

– archives.govt.nz¹

1.1 Buying Public Cloud Services one at a time

Public cloud services provide scalable, secure and highly resilient infrastructure tools and web applications. Agencies do not need to take a ‘big-bang’ approach to Cloud migration, they can buy cloud services individually on a per-service basis, and make their way gradually and opportunistically towards a cloud-centric environment.

1.2 Agile Public Service

Streamlining operations and being more flexible in service delivery models will develop better experiences for customers and organisations interacting with government services.

Those organisations that embrace cloud services are driven by opportunities to increase flexibility within their markets and benefit from computing resources, while spending less.

1.3 Business Continuity

The use of cloud services supported continuity of government services during the COVID-19 pandemic lockdown. Staff are able to work remotely, granted their internet connection is reliable and secure.

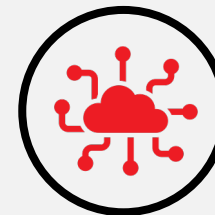
1.4 Strengthening the Māori-Crown Partnership

Ensure agencies take into account Te Tiriti and Māori data rights when embracing public cloud services.

1.5 Building the Digital Economy

The adoption of cloud will boost this area of growth and will attract cloud investments, such as data centres (servers) in New Zealand from cloud service providers like Microsoft Azure® and Amazon Web Services (AWS). Investments like these are strong and positive steps for New Zealand’s digital maturity.

Please visit <https://www.digital.govt.nz/standards-and-guidance/technology-and-architecture/cloud-services/about/how/> for more information.



**GLOBAL SEARCHES FOR ‘DIGITAL TRANSFORMATION’
HAVE RISEN BY 30%
IN THE LAST YEAR**

Source: Canon Europe Digital Transformation Report ³

WHY PRINT MANAGEMENT FOR GOVERNMENT



2.1 Cost Control & Business Agility

Without the need for physical infrastructure, and the operational and labour costs that come with it, cloud technology reduces the typical financial barriers to innovation and digital transformation. Smaller organisations who may traditionally struggle to come up with the upfront investment required for on-premise implementations, can access new capabilities through cloud-delivery models.

Every organisation wants to be agile; it's crucial for success in today's fast-moving world. However, this is even more vital since the COVID-19 pandemic. Both business and society have been significantly disrupted and remain in flux, meaning it's difficult for agencies to develop effective long-term plans. Cloud allows agencies to be more flexible by supporting hybrid workforces and headcount agility.

30%

By using cloud computing, large companies can lessen per-user carbon footprint by **30%** and up to **90%** for small enterprises.

Source: agileit.com ⁶



2.2 Document & Device Security

The benefits of implementing cloud-based services strongly highlights how cloud security has an edge over on-premise security. Following the correct policy and process, these benefits could include proactive threat management, regulatory compliance, and highly available and personalised support.



2.3 Environmental Benefits

- **Reduction in energy consumption** – Reduce the need to power on-site infrastructure and the cooling system required to avoid over-heating, as well as other various operating systems required to support an on-premise server. Research funded by Google revealed that transitioning commonly used software applications to the cloud would cut energy use by 87%⁴.
- **Reduction in Green House Gases** – Cloud computing cuts the amount of GHG emitted from on-premise servers by reducing the amount of raw materials required for the equipment, the assembly and transportation of the equipment, as well as the disposal of it when its lifecycle ends⁵.
- **Dematerialisation** – Migrating to the cloud means fewer need for hardware, organisations use less energy and have a lower impact on the environment. Consequently, agencies have lower energy bills and freed up capital to allocate to profitable projects. Cloud services help agencies focus their time and effort on other tasks instead of daily IT tasks and issues.



2.4 Print From Anywhere

The ability to print from anywhere securely (when connected to the internet) ensures great useability of cloud-based services. There is no requirement to install multiple printer drivers, and location-based printing capabilities makes it easy to print to the nearest printer right away.

uniFLOW ONLINE

CLOUD-BASED PRINT & SCAN MANAGEMENT

3.1 What is uniFLOW Online?

uniFLOW Online is a secure public cloud print and scan solution that enables organisations to manage their entire Canon print environment. The solution aims to upgrade document security, control costs and improve employee productivity, while simultaneously reducing internal IT requirements.

uniFLOW Online has been designed to meet the needs of organisations that do not wish to invest in, or manage local servers; but still need to control their full printing and scanning processes.

3.2 Best-in-Class Security

uniFLOW Online protects document security as a user has to be physically at a device in order to access their secure print queue. Secure jobs, and related information can be stored locally, or in the cloud. To release print jobs, users simply authenticate using their proximity card or by entering a PIN code at any device connected to uniFLOW Online. Mobile printing means print jobs can be sent regardless of user location.

3.3 Ease of Admin

uniFLOW can monitor your entire print fleet, allowing your business to have an overview of every device. If there are changes of the device status such as errors, these will be highlighted automatically. All usage of devices is recorded for later reporting.

3.4 Unique Features

uniFLOW Online integrates seamlessly into an existing office environment. Print management features include:

- **Restrict device access** – Avoid misuse and data breaches by restricting device access to authorised personnel only.
- **Batch scanning** – Use pre-defined rules to split batches of documents into separate files.
- **Secure print queues** – Keep confidential documents secure through personal secure print queues for each user.
- **Print from cloud** – Documents stored in a cloud storage service e.g. Dropbox or Google Drive™ can be accessed after authentication at the print device, and can either be printed or saved to queue.
- **Guest printing** – Provide secure mobile printing for employees or visitors – 24 hours a day, 7 days a week.
- **Reduce the environmental impact** – By only printing what is needed you save on paper wastage and power consumption.
- **Smart filing** – Name documents by type or text content with OCR detection and metadata extraction.

3.5 Commercial Flexibility

uniFLOW Online is a month-to-month per-device subscription. There are no long term commitments – the subscription can easily be scaled down, cancelled or upgraded at any point. As part of a standard-form Canon New Zealand contract, a 90 days notice is required to reduce users or device subscriptions.



BEST IN CLASS

SECURITY



3.2.1 Hosted by Microsoft Azure®

NT-ware developed uniFLOW Online from the ground up to leverage the benefits of Microsoft Azure® a cloud computing service operated by Microsoft®. It is not only reliable, but it also allows for customers to print, scan and manage their data securely, whilst maintaining a clear and comprehensive view of costs.

uniFLOW Online is currently hosted in eight Microsoft Azure® data centres across the globe, with our closest in Melbourne, Australia. Although outside of New Zealand, the data centre respects data sovereignty and achieves compliance by storing regional customer data within the area it is collected. This data is then subject to the laws and regulations of that region⁶.

With Australian Privacy Law providing comparable safeguards to that of New Zealand's Privacy Act, this gives organisations comfort that their data is stored, and remains within the Oceania region.

Want to know more? Check out the [NT-ware privacy policy](#).



uniFLOW follows the below security strategy principles:

- Verify explicitly;
- Use least-privileged access; and
- Assume breach.



3.2.2 uniFLOW Online Developers

NT-ware Developers follow the best coding practices to prevent security leaks and vulnerabilities. NT-ware draw on multiple sources, including but not limited to, Common Weakness Enumeration (CWE), Top 10 Most Critical Web Application Security Risks (OWASP) and National Cyber Security Centre (NCSC), to be up-to-date on latest security findings or threats related to technology in our software products. A security white paper is available below. This provides a detailed overview of the systems security.



3.2.3 SIEM Integration

Security Information and Event Management (SIEM) systems allow you to help identify internal and external threats on a number of levels: threat intelligence, mobile security, and cloud security.

Canon imageRUNNER ADVANCE devices in conjunction with uniFLOW Online provides automated real-time monitoring of large amounts of data to provide alerts, analytics, and historical analysis for incident investigation and compliance reporting.



3.2.4 Security White paper

The uniFLOW Online security white paper provides an overview of the system security underpinning uniFLOW Online. It covers the following security information:

- How a user prints a confidential document.
- How user information is stored and managed in the cloud.
- How printers communicate with the cloud service.

Want to know more? Check out the [uniFLOW Online security white paper](#).

ZERO TRUST: MANAGING SECURITY RISK

Why Microsoft® uses 'Zero Trust'

"Today's organisations need a new security model that more effectively adapts to the complexity of the modern environment... protects people, devices, apps, and data wherever they're located." ⁷

3.2.5 Introduction to 'Zero Trust'

According to Microsoft®, 96% of security decision makers state that Zero Trust is critical to their organisation's success with 76% already adopting Zero Trust security measures⁸.

Recent news has highlighted the rising number of ransomware attacks. A recent high-profile example being the attack against the Waikato District Health Board in 2021 where hackers managed to gain access to patient and staff information⁹. Microsoft® and others show how adopting 'Zero Trust' principles can protect against these kind of attacks. With government hosting a variety of sensitive and/ or confidential information, it makes sense to prioritise security at every level, including print management.

Moving locally hosted documents to the cloud is now mainstream. File servers are almost a thing of the past with email servers following closely behind. Cloud is often more efficient, more secure, and lower cost.

3.2.6 What are the 'Zero Trust' Principles?

Verify Explicitly

Authorise and authenticate based on all available data touch points, including user identity, location, data classification, and more.

Use Least Privileged Access

Limit access using just-in-time and just-enough-access (JIT/JEA). This will keep data protected and lower the risk of unauthorised access.

Assume Breach

Minimise the damage radius and breakdown access. Use analytics to get visibility and verify end-to-end encryption, drive threat detection, and improve security.

Today's organisations need cutting edge cloud management software that adapts to the complexities of the modern cloud environment and embraces the 'new normal' workplace.

"When it comes to implementing zero trust, there is no silver bullet. Even companies with the greatest resources to throw at the task won't achieve full maturity overnight. However, the digital nature of our modern economy means that security threats will only intensify, so no business can afford to stand still. If your organisation is ready to accelerate its zero trust strategy, there are several ways you can make inroads with identity-driven security." ¹⁰

– Okta Inc.

EASE OF ADMIN

"We are proud to be able to recognise that uniFLOW Online is seen as a key element by our customers to help drive digital transformation." ⁴

– Karsten Huster, CEO and founder of NT-ware

3.3.1 User Management

To provide flexibility and keep administration down, there are several options available for importing users into uniFLOW Online; allowing administrators to select their preferred choice. uniFLOW Online can be connected to existing data directories to import users from Office 365 or an active directory. Other options include manual user creation or import from a CSV or XML file. Alternatively, users can self-register to uniFLOW Online. A list of permitted domains is created to allow users to register with their company email address.

3.3.3 Password-less User Accounts

Users no longer need to recall complex usernames and passwords every time they log in; by signing on via a one-time email link. This simple login and registration process is now the default user login method for all new tenants/installations. This password-less user login simplifies the login process and reduces the initial IT setup efforts.

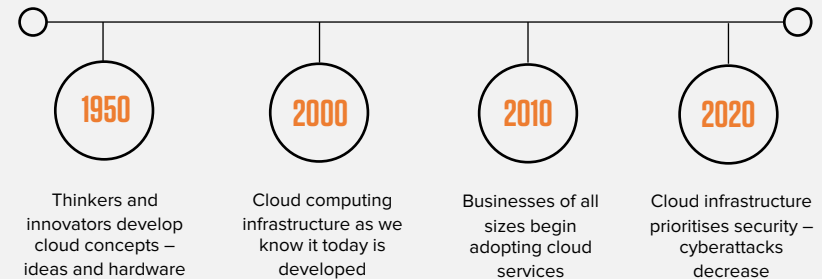


3.3.2 uniFLOW SmartClient and Universal Driver

The uniFLOW SmartClient is available for Windows and Mac®. Once installed, print jobs submitted using the uniFLOW Universal Driver (installed in conjunction with the uniFLOW SmartClient) are held until the user identifies at the device. The uniFLOW SmartClient includes the uniFLOW Universal Driver. This driver provides a simple interface with advanced printing features regardless of the printer model being used. It ensures correct output as requested and reduces user dissatisfaction with the printing process. The uniFLOW Universal Driver also encrypts and compresses print jobs sent directly from the client PC to the printer, reducing network traffic and enhancing security.

CLOUD TRANSFORMATION MEGA TRENDS TIMELINE

(a brief history of cloud transformation mega trends)



Source: Dataversity Digital LLC ¹¹

KEY USER

FEATURES



3.4.1 Cloud Integration

After identification, users can select their preferred cloud service to print directly from, or scan securely to that cloud service.

Supported cloud storage services include Box, Dropbox, Evernote®, Google Drive™, Microsoft OneDrive, Microsoft Teams and Microsoft SharePoint Online®.



3.4.2 Delegated Print Authority

Print job delegation allows print jobs to be delegated to colleagues for release. There could be multiple reasons it might be necessary to delegate print jobs e.g. a home office user can delegate a contract needed by other colleagues in the office or a manager can delegate letters to their personal assistant who can print and post them. Once delegated, the recipient is notified via email, and the print job is available in their secure queue for release.



3.4.3 Mobile Printing

Users have a variety of methods to submit their mobile print jobs e.g. the uniFLOW Online Print & Scan app, web upload or email. Regardless of how the print job was submitted, it will be placed in the user's secure print queue as if it had been sent via a standard printer driver. Following identification at the device, a user views a single list of jobs sent from both PC and mobile devices.



3.4.4 uniFLOW Online Print & Scan Functionality

Users can either print from their PC or submit files by email (using a mobile phone or any other applicable device). Printing policies can be implemented to reduce cost and help to improve your environmental footprint goals.

In addition to the advanced secure and mobile/email printing functions, uniFLOW Online offers powerful scanning features. Users can scan documents directly to their email or desktop PC. They can also benefit from automatic background image processing options, including image clean-up, compression, conversion, and automatic cropping of receipts.

Documents can be scanned directly from both Canon imageRUNNER ADVANCE multifunction printers and Canon imageFORMULA scanners into prescribed business processes.

The unique text-block OCR selection can be used for scanning batches of repetitive documents and allows users to populate document file names and metadata easily.



3.4.5 Resilience in the Event of Network Failure

For most cloud solutions, a stable internet connection is required to avoid system failure. You can be confident that even without an active internet connection or uniFLOW Online being available, users can still use their Canon imageRUNNER ADVANCE devices to print immediately, send and release secure print jobs and use the device's copy functionality.

In case of network failures, users who belong to the Emergency account group (max. 100 users) and users of the last 100 cached user accounts can still login to the devices. This is possible because login data, i.e., PIN, Card+PIN, and card data of the corresponding users is downloaded to the local devices.

COMMERCIAL

FLEXIBILITY



3.5.1 Subscription Based Service

uniFLOW Online is offered as a Software as a Service (SaaS), per device, per month subscription. The base (express) model includes access control, cost tracking and simple scanning.

An enhanced print and scan feature set is included in the 'Cloud Print & Scan' subscription pack.

Additional cloud-based scan destinations and image processing are available with the 'Cloud Image Processing' subscription pack.

A local Canon representative can help agencies choose the best subscription to meet requirements.



3.5.2 Infrastructure Investment & Cost Saving

When using uniFLOW Online's innovative technology, there is no requirement for a local server or edge devices. All communication between different components can go directly or via the secure cloud, thus eliminating servers and minimising IT efforts.

Close integration with Microsoft services and its superior cloud infrastructure makes uniFLOW Online the perfect addition to enhance an organisation's print environment. It provides central device management, creates a simple setup and reduces IT maintenance time.

USE CASES & EXAMPLES



4.1 uniFLOW Online Deployment

uniFLOW Online has been delivering services to the New Zealand market for 5 years, and has infrastructure across data centres in 7 countries and hundreds of thousands of active users world-wide.

The system is globally-managed by Canon with each operating company simply configuring user profiles, which can be done either for you, or by you, using a simple GUI.



4.2 Local Deployment of uniFLOW Online

Locally in New Zealand, Canon has facilitated over 20 installations. One of these being - Whānau Āwhina Plunket, an organisation dedicated to helping Kiwi kids have the best possible start to life, Whānau Āwhina Plunket has been working for over 100 years to help families take care of young children.

With over 400 offices around the country, Whānau Āwhina Plunket is Aotearoa's largest public support service for the health and wellbeing of tamariki under five. Whānau Āwhina Plunket offers free health and development checks, a 24/7 parenting helpline, and a range of local services to the New Zealand community.

The nature of Whānau Āwhina Plunket's service means that frontline nursing staff are constantly on the go, and they needed to be able to have resources readily available.



CASE STUDY:

WHĀNAU ĀWHINA PLUNKET



5.1 Whānau Āwhina Plunket

Whānau Āwhina Plunket is a charity and Aotearoa's largest support service for the health and wellbeing of tamariki under-five and their whānau.¹²



"uniFLOW Online has provided a cost saving to our organisation, both in printing costs and operational costs... Having partners that are willing to help us on that journey is a big win for us."

– David Ponting | Head of ICT Operations



5.2 The Need for Cloud Based Print Management

Their focus is on pēpi, tamariki, their families and whānau, and providing a better service to them. They didn't want to have to worry about printing, or where they were in order to do that. They just needed the ability to do it, and to do it efficiently.

From there, the team at Whānau Āwhina Plunket decided that it was time to review their printing technology and they went to market to look at the best options available to suit their business needs. They wanted a genuine cloud-based solution that would allow them to print from anywhere. Reliability was key in ensuring they could continue to effectively provide services to New Zealand families, as was security, protecting what can be very sensitive family environments.



5.3 The Canon Solution

After thoroughly researching the market, Canon emerged as the only vendor with a genuine, ready-to-run, cloud-based printing service. Others offered workarounds, such as cloud-hosted private print servers which did not meet some of the core requirements of a cloud service, and introducing numerous hidden costs and security vulnerabilities. uniFLOW Online has allowed Whānau Āwhina Plunket to print how and where they want. uniFLOW Online provides a single modular system that comprises office printing, document scanning, mobile printing, device management and production printing. All users, groups, rules, security permissions and cost centres are centrally managed, alleviating the burden on IT departments.

Whānau Āwhina Plunket has found this to be a great benefit to their service desk team as they're spending less time having to deal with resolving printing problems. David Ponting, Head of ICT Operations at Plunket also said the following about working with Canon – "In the year and a half working with Canon on the Plunket print contract, I have found them to be very professional, courteous and honest in what they deliver."



WHĀNAU ĀWHINA PLUNKET & THEIR CLOUD BASED SOLUTION

6.1 What Plunket Says About Their Solution

Servicing of the printers is also no longer a time-consuming effort for Whānau Āwhina Plunket's internal service desk team – as it is taken care of by Canon's industry leading technicians and automation technology.

With uniFLOW online, Whānau Āwhina Plunket is able to improve document security, their staff can print jobs whether they're in the office or out in the field, and they can scan and upload documents directly to their emails or other applications in the cloud.

Since partnering with Canon, David says that the change has been like night to day. The account team has ensured clear lines of communication throughout the process from RFP to delivery. "The account team gets to the point and advises of progress at every step. When something comes up that is not expected they are straight onto it, not only advising us about the issue, but also the solution to resolve these."

Enabling Whānau Āwhina Plunket to Work Smarter

Canon's print and print management solution has enabled Whānau Āwhina Plunket to work smarter by giving their staff the freedom to focus on what is really important to their organisation – providing support to tamariki and their whanau so that they can have the best possible start to life.

uniFLOW ONLINE

PRINT MANAGEMENT AWARDS



7.1 'ASTORS' Homeland Security Award

Print via the cloud with uniFLOW Online, combined with Canon's imageRUNNER ADVANCE DX Series, was awarded the Silver 'ASTORS' Award for Best Access Control & Authentication System.¹³

The Annual 'ASTORS' Awards program of American Security Today is specifically designed to honour distinguished administrative and vendor solutions that deliver enhanced value, benefit and intelligence to end users in a variety of government, homeland security, enterprise and public safety vertical markets. To read more about this award please visit

<https://www.uniflowonline.com/en/news/>



Does uniFLOW Online meet industry compliance?

uniFLOW Online is a 100% SaaS platform built on Microsoft Azure®. The Microsoft Azure® data centers hosting uniFLOW Online meet a broad set of international as well as regional and industry-specific compliance standards e.g. ISO 27001, ISO/IEC 28018, EU Model Clauses, MTCS, FedRAMP, SOC 1 and SOC 2. Compliance to these standards is verified by third party audits and the results are available on the [Microsoft Azure® website](#).



7.2 Outstanding Cloud Output Management Solution, Says Keypoint Intelligence

After being successful in 2019, 2020 and 2021, uniFLOW Online impressed again in this year's Buyers Lab (BLI) Pick Awards from Keypoint Intelligence, winning a 2022 Pick for Outstanding Cloud Output Management Solution - for the fourth year in a row.¹³

"One of the most impressive solutions we evaluated during the previous 12-month test cycle," Keypoint Intelligence claims. Among the attributes cited for uniFLOW Online was its support for hybrid work environments, access control and data protection capabilities, its portfolio of capture features, and strong integration with cloud services.

BLI Software Picks, which acknowledge products, capabilities or technologies that Keypoint Intelligence analysts deem to advance the industry forward in a meaningful way, are based in part on evaluations of attributes such as features, usability and value.

"The solution's continued success shouldn't come as a surprise, as Canon has been continually upgrading and improving the solution, ensuring that customers have access to the latest and greatest output management capabilities available", said Lee Davis, Keypoint Intelligence's associate director of software/scanners.

"In recent updates, Canon has added enhanced access control and scan/workflow functionality to protect sensitive data and optimize workflows where paper documents intersect with digital business process," Davis added.



Canon uniFLOW Online
Outstanding Cloud Output Management Solution



Canon uniFLOW Online
Outstanding Cloud Output Management Solution



Canon uniFLOW Online
Outstanding Cloud Output Management Solution



Canon uniFLOW Online
Outstanding Cloud Output Management Solution

THE BEST PARTNER:

WHY CANON?

8.1 Why choose Canon as your technology partner

At Canon we believe we can make a difference in people's lives, both at home and at work. We achieve this by delivering amazing experiences for our customers and their customers through brilliance in imaging and business solutions that help our customers work smarter.

We start by understanding your business goals and strategy more deeply, which informs how we create a strategy that aligns with, enables, and drives your organisation forward.

Government Services are under immense pressure to transform, but legacy technology is limiting further integration and functionality.

We can help make the shift easier with our unique combination of services, business process automation, and expert knowledge.

As you progress through your cloud services journey, leverage Canon's wider digital transformation services such as digital mailroom, data capture and workflow automation solutions to streamline and optimise your operations to meet new public expectations.

Reduce costs, digitise records, boost operational capacity, and increase process visibility while keeping your sensitive citizen data secure and accessible to a workforce collaborating remotely.

Our unique heritage in imaging technology, along with our wide range of business solutions from digital display to print, software and services allows us to push boundaries, offer pioneering solutions and challenge pre-conceptions.

Canon is the world's leading imaging organisation that actively inspires with imaginative ideas that enable people to connect, communicate and achieve more than they thought possible.

Check out our website: <https://www.canon.co.nz/about-canon/who-we-are/>



Work with a partner who is globally trusted, innovative and financially stable



Committed to lead you along the digital transformation journey



Benefit from our proven experience and expertise across NZ



Solutions delivered the way you prefer (with the quality and security expected)



A single partner for all your print and information management needs

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Canon

Canon is imaging. We use that imaging to make a difference and to enable change.

This includes change for our customers as they undertake cloud transformation, and work in new ways. For wider societal change with our ongoing sustainability focus, as part of our corporate heritage and culture. Finally, we are changing as we invest in new markets, products and technologies, to ensure we are here for the long term benefit of our customers, our people and the wider society.

CANON IS BUILT ON 4 KEY PILLARS:

Innovation – A long history of image-led innovation delivering cutting edge technology for over 80 years. Pioneering industry firsts and a strong commitment to future developments in technology.

Support – A diverse portfolio of services to ensure top quality, resulting in customer satisfaction. Inhouse expertise working towards enhancing efficiency and committed to unlocking potential for our customers.

Security – Canon solutions and services help secure all documents and sensitive data, whether in paper or digital format across the document lifecycle. Secure by design, the solutions and services are built with security in mind.

Sustainability – Canon has aligned its sustainability practices with the UN's Sustainable Development Goals (SDGs) such as commitments to reduce CO2 omissions across the product lifecycle by downsizing packaging and consolidating distribution centres.

Further information about Canon New Zealand is available at:

www.canon.co.nz/about-canon/

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www.canon.co.nz/business

Canon