

# ROC Rhapsody™ Enterprise Output Management

Spend less time managing output

**ROC Rhapsody™ is an enterprise output management** solution that ensures reliable information delivery from any application to any device for high volume print, fax, email, Web and file output. ROC Rhapsody™ delivers a single point of control and best-in-class interoperability to reduce the time and cost of supporting enterprise output operations.

## Key Benefits of Rhapsody include:

- :: Simplify management of output with a single point of control over all output servers (on any platform), queues, devices and jobs.
- :: Spend less time with high volume output via job scheduling, assured delivery, load balancing and automatic failover
- :: Reduce output-related help desk calls by improving output reliability and enabling end-user control of print and electronic output.
- :: Improve data security by encrypting sensitive output between applications and devices.
- :: Streamline output administration with automatic network printer discovery and configuration, LDAP integration and cross-platform interoperability.

## Simplify administration with a single point of control

ROC Rhapsody provides a single point of control over every output server, queue, device and job throughout the enterprise. Even across UNIX, Linux and Windows platforms, Rhapsody's simple browser interface enables you to easily monitor every aspect of your output environment. When problems arise, Rhapsody makes it easy to redirect output to a working device or recover and reprint some or all of a missing job. Rhapsody even lets you proactively avoid output issues by providing automatic server failover and re-allocation of devices, assuring delivery even in unattended environments.

## Save IT staff time and reduce printing costs with precise output management

ROC Rhapsody provides a host of features to automate common output management tasks and reduce printing costs. All output can be automatically archived for easy retrieval and reprinting, even by end users. Automatic bursting allows large jobs to be electronically distributed to multiple locations. To increase efficiency, you can combine many small jobs into a single job or break up large jobs into smaller ones. Rhapsody provides total control over your output environment.

## Improve reliability with assured delivery and fault tolerance

ROC Rhapsody's unique enterprise-class features improve the reliability of high-volume and business-critical output operations, even in unattended environments. Rhapsody includes intelligent output delivery features that let you customize output destinations based on user preferences. In high-volume print environments, Rhapsody provides load balancing to maximize resource utilization and reduce downtime. To assure reliable delivery in unattended environments, Rhapsody uses SNMP to confirm that pages sent to a printer are actually printed. If problems arise, Rhapsody provides automatic failover and reallocation of servers and queues.

IDC Research confirms that 23% of all help desk calls are print related. ROC Rhapsody ensures reliable information delivery from any application to any device for high volume print, fax, email, Web and file output.

## ROC Rhapsody™ Overview

- Intelligent output delivery via print, fax, email, Web, file, and archive
- Centralized device, job and queue control
- Assured output delivery
- Bi-directional printer communications via SNMP
- High-volume printing features
- Sophisticated Web interface
- Granular security and end to end encryption
- Fault tolerance, and load balancing
- Built-in Web services API streamlines application integration
- User authentication via existing applications such as LDAP
- Highest quality, total product life-cycle support



### Reduce output-related calls to the Help Desk

ROC Rhapsody provides Help Desk staff a single point of visibility and control over every server, queue, job and device. Problems in any location are easy to diagnose and quick to resolve. Additionally, end users can be empowered to manage their own print jobs. Rhapsody's familiar browser interface is simple enough for end users to find, recover and reprint any print job within their department.

### Protect sensitive data with end-to-end encryption

The rigorous security controls that many companies have implemented to secure customer or patient data often break down when that data is printed. Native spoolers will often store and transmit output files as clear text. Rhapsody encrypts all output data both on servers and during transmission between servers. Rhapsody also allows for precise user access controls, so that certain devices or queues can be limited to certain users. Finally, Rhapsody provides user and device usage reports to support security or regulatory audits.

### Simplify management with easy integration

Rhapsody is easy to manage and integrates seamlessly with other enterprise applications and systems. Rhapsody can simplify user management by integrating with an existing authentication system such as LDAP. Rhapsody also provides for automatic network printer discovery and configuration. Rhapsody has built-in web services API's, to integrate with enterprise applications from SAP®, Oracle®, Microsoft®, Sungard®, Datatel® and many others. With over 4,000 customers around the world, you can be confident that ROC solutions will work seamlessly with your applications in your operating environment.

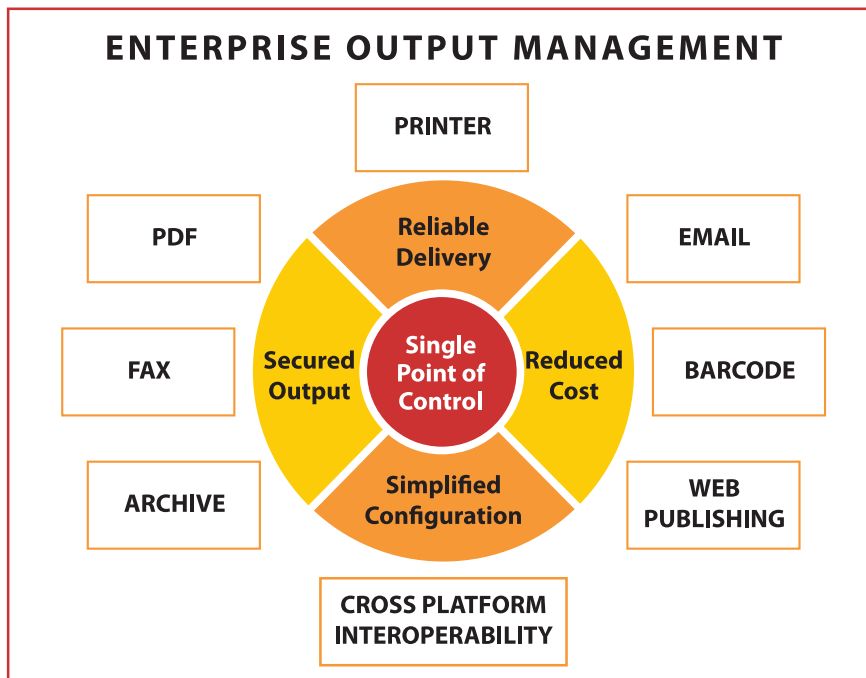
**The bottom line:** ROC Rhapsody allows your IT staff to improve the reliability of your enterprise output operations while spending less time on output issues.

### Compatibility

- Windows Server®
- Solaris®
- HP-UX®
- SCO UnixWare®
- AIX®
- NCR®
- Red Hat Linux®
- SUSE Linux®

### About ROC Software

ROC Software develops solutions to help IT organizations save valuable time and money in managing the growing volume of business-critical print and electronic output. ROC solutions are easy to install on most major platforms including UNIX®, Linux®, and Windows®. More than 4,000 customers worldwide depend upon ROC Software for innovative enterprise solutions, rock-solid reliability and award-winning support. ROC Software is headquartered in Austin, Texas.



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