

# SIC Success Stories

## Public Sector

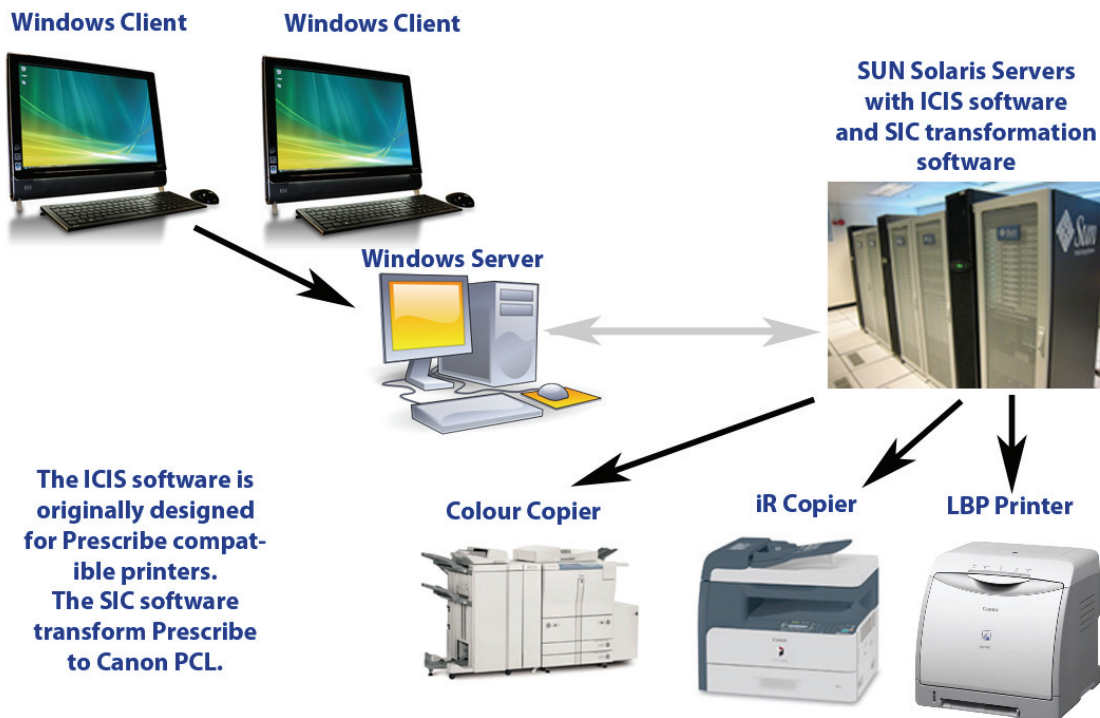
**About SIC:** SIC International founded 1986, a French software development company specialised in printing on UNIX/Linux platforms (Canon France partnership 1989; Canon Europe partner 2004: UNIX/Linux drivers). Comprehensive experience in customisation & solutions in all areas of printing, including UNIX/Linux as well as MS Windows environments.

**Solution:** Converting  
Kyocera Prescribe into  
Canon PCL

**Vertical:** Law Enforcement

**Country:** UK

### Workflow:



## Highlights:

- ◇ One of the biggest police forces in the UK.
- ◇ Complex customer workflow & solution implementation
- ◇ Deal consisting of 1000 x Canon iR colour & b/w printers, replacing Kyocera printers.
- ◇ SIC customisation delivering a unique customer centric workflow.
- ◇ Integration with existing customer's workflow.

## Company Overview:

Second largest police force in the UK, covering an area of 348 square miles and serving a population of almost 2.6 million. The West Midlands is an area rich in diversity, with 18 per cent of its population from ethnic minority backgrounds.

An average of 170,000 motorists travel through the region daily, making its motorways some of the busiest in Europe. Against this backdrop, the force deals with more than 2,000 emergency calls for help every day, as well as patrolling the streets and responding to incidents 24-hours-a-day, seven days a week.

## Customer's pain points:

- ◇ A need to integrate the Canon printer into an existing complex workflow which is based on ICIS software producing a data flow for Kyocera printers.
- ◇ Poor & inconsistent user experience with the incumbent solution.
- ◇ The ICIS software runs on Sun Solaris UNIX servers.
- ◇ Trying to make an "off the shelf" solution fit with the workflow.
- ◇ Mixed working environment with mostly Windows workstations outputting to Canon printers.

### **Canon Solution:**

The ICIS software implements over 60 different forms (custody, information, reports, etc.) which each have slightly different specifications.

As the ICIS software is largely a legacy product, it is difficult to manage and/or modify.

Hence the ICIS software is left “as is,” and a filter is built, which transforms the Kyocera Prescribe into PCL compatible with Canon print devices. The customer’s logo (originally implemented in Kyocera PCL) is implemented as a PCL overlay.

### **Implementation:**

The implementation roll out in Q1 2009.

The customers “business as usual” operations were not disrupted.

### **Customer Benefits:**

- ◆ No disruption to “business as usual” when deploying the solution: customers staff continue to work without any modification of their habits.
- ◆ Close coupling between existing Server solution & Canon solution.
- ◆ One stop shop solution from Canon.
- ◆ Confidence in the Canon brand in general.

## Screen Shots:

The software runs on remote *Sun Solaris* servers and is installed with scripts on terminal windows. For the users the solution is completely transparent.

### Need More Details:

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