WIRELESS ENABLEMENT
Product Innovation Enterprise Platform

Services: IoT, Product Engineering

OVERVIEW

The client is a leading provider of rugged and reliable specialty printing solutions, including on-demand thermal bar code, label and receipt printers; and supplies, plastic card printers, RFID smart label printer/encoders.

CHALLENGES

Diverse print technologies, security for financial printers

Complex error processing, customizations needed to suit specs

Support different ID card printer families and variety of ribbon, media

Reengineer card studio platform built on legacy to .NET - objective was to support legacy printers and make them future proof

SOLUTION

1. Device Driver Toolbox, Scalable Emulator, Standalone Toolbox, Print Farm Driver development, testing and maintenance for thermal and IT card printers

2. Implementation of a GUI toolbox to display the printer information, perform printer configuration, advanced diagnostics and other maintenance operations through printer driver

3. Develop and maintain Device Drivers for ID Card Printer families using C/C++ and GUI using WPF. Printer and Print Farm Emulators were written in C++

4. Re-engineer the UI for card studio and add support for new Printers that were launched recently along with Microsoft driver Certification and customer support

5. Maintenance and support of device drivers and card studio application
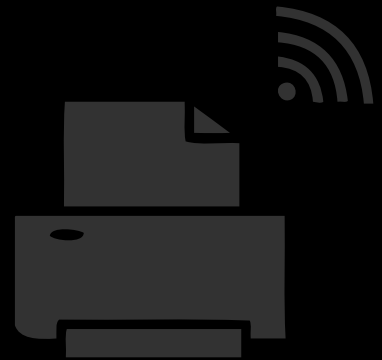
OUTCOMES

› Having started the engagement with a legacy printer, we could quickly deliver the value to the customer in terms of quality delivery, mature practices/methodologies

› The customer outsourced the entire work package of driver design, development, certification on MS Windows, Linux and Mac OS' for 10+ printer families

› Set up a team of 10 people for L2-L3 support

› 10+ Printer Families

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