![Adobe]

Automating PDF conversion.

Epson supports distributed workforces with fast and highly secure printing powered by Adobe.

EPSON

Established

1942

Employees: 78,000
Nagano, Japan
https://corporate.epson/

50%

Faster time to print Microsoft Office documents with automatic PDF conversion

Products:

Adobe Acrobat Services

Adobe PDF Services API

⊞ Objectives

Support secure printing needs for remote and distributed workforces in Japan

Increase security and speed of printing in shared workspaces

Reduce time and hassle printing Microsoft Office documents in a driverless printing system

📊 Results

Halves the time needed to print Microsoft Office documents by automatically converting to PDF

Supports thousands of printed pages per month by workers at satellite offices by adding PDF conversion to Epson Print Admin with **easy-to-use APIs**

Helps **secure printed documents** with facial recognition technology

For more than 80 years, Seiko Epson Corporation (Epson) has set the bar on innovation. The company began as a small precision manufacturer of watch parts, but has since grown into one of the top names in robotics, projectors, semiconductors, and sensors. For many consumers and office workers, Epson is best known as a reliable name in printers and copiers in the commercial and industrial printing business. The EP-101 was the world's first mini-printer, and Epson equipment is found in homes and offices around the world.

Recently, Epson began expanding support for workers in satellite offices as well. Workers can rent office space for a few minutes or hours to take a conference call, hop onto wifi, or hold a quick meeting.

Some of these satellite offices now include Epson printers featuring Epson Print Admin, allowing workers to more securely print documents on the way to a meeting. And with Adobe PDF Services API within Adobe Acrobat Services, Epson is helping workers print Microsoft Office files quickly, easily, and accurately.

"As we enter the age where remote work and distributed office spaces become more common, workers have a need for reliable and safe workspaces anywhere," says Mr. Tatsuya Mine, Technical Representative at Epson. "The Adobe PDF Services API has helped us improve printing services to make the shared satellite offices as secure and functional as any office building."

"When we talked to Microsoft about our need to convert documents to PDF quickly and accurately, Microsoft recommended Adobe PDF Services API."

Mr. Koki Togashi
Manager, Seiko Epson Corporation

More secure, easy printing

Epson Print Admin takes a highly secure new approach to business printing. Only registered users can print, copy, or scan documents, and print jobs are only released from the print queue when a user signs in at the printer. Sign-in may involve entering a username and password or hovering an ID card over the card reader. Satellite offices wanted something even more universal, which would allow any registered user to access printing without needing to remember passwords or carry cards.

Epson incorporated a facial recognition system developed for some satellite office across Japan by Panasonic System Solutions Japan into the Epson Print Admin. Registered users simply stand in front of a tablet and let facial recognition sign them in with no effort.

"Security is critical, especially when workers from different companies use a shared office space," says Mr. Hiroshi Matsumoto, Team Leader at Epson. "Facial recognition keeps printed documents private, with greater ease and security than a password or ID card. We're still in the trial phase, but we could soon see facial recognition at more satellite offices across Japan."

Satellite offices also requested a driverless version of Epson Print Admin, as it reduces updates and security risks from installed drivers and software. However, this driverless version could only print PDF documents, not the Microsoft Office documents popular with business users. Users would need to convert Microsoft Office documents on their personal devices before uploading the PDF to the cloud for printing. Epson wanted to improve the efficiency and convenience for people by automatically converting Microsoft Office documents for them before printing.

"When we talked to Microsoft about our need to convert documents to PDF quickly and accurately, Microsoft recommended Adobe PDF Services API," says Mr. Koki Togashi, Manager at Epson.

Using the Create PDF function, users now just select any Microsoft Office document on the Epson Print Admin interface. The document is automatically converted into a high-fidelity PDF file, eliminating many of the conversion errors that users might experience on other types of PDF conversion tools. Users simply need to select print settings and click the print button.

"By incorporating the PDF Services API, printing is much easier for users, as they no longer need to manually convert documents," says Mr. Togashi. "Removing the manual steps also makes printing twice as fast. Workers spend less time waiting for paper, so they can spend more time in the satellite office catching up on their work."

"With support from Adobe, we're developing new ways to handle print and digital business needs for distributed workforces."

Mr. Takeshi Yamada
Chief Engineer, Seiko Epson Corporation

Innovating print services for modern offices

Since incorporating PDF Services API, Epson Print Admin stations have seen a growing number of transactions come from repeat users, indicating that the service is finding a home with a mobile workforce. While Epson is only creating PDF documents at the moment, the Adobe APIs could provide more ways for the company to incorporate other services in the future, from PDF editing to optical character recognition (OCR).

"Working with the PDF Services API was very easy, with clear documentation and references that allowed us to quickly incorporate Create PDF into our workflow," says Mr. Takeshi Yamada, Chief Engineer at Seiko Epson Corporation. "With support from Adobe, we're developing new ways to handle print and digital business needs for distributed workforces."