



*"With a recommendation from Xerox, we began working with NearStar, Inc. and our problem was solved. Using NearStar's DataServer software, together with an interface card from BARR Systems, we had the perfect solution. Not only was our problem solved, but we also have more flexibility now with our printing. Our operators loved it; they had no problem with the training, and found the transition quite easy. And after eight months in production, we are still running smoothly. We were, and still are, very satisfied with the NearStar solution. I don't know how we could have done it any other way considering the very short time constraints that we were working under. Thanks NearStar. You've got a great product, and an equally great support staff."*

*Paul Bates, IT Technical Support Supervisor, Louisiana Department of Revenue*

### *The State of Louisiana Department of Revenue chooses NearStar's DataServer To Solve Their Printing Dilemma*

*Louisiana Department of Revenue realizes tremendous gains in efficiency and ROI due to DataServer*

- Robust job management*
- Seamless integration to address customer specific requirements*
- Improved overall productivity and efficiency*
- Reduced operational costs associated with remote print distribution*
- Allowed the usage of new printers without changes in current applications and job flow.*



## GETTING THE JOB DONE

NearStar provided LA Revenue with DataServer running on a Windows NT 4.0 based platform with native support for Barr's Channel-out PCI adapter cards. The OEM Channel adapter from Barr allowed DataServer to support the connectivity requirements defined by LA Revenue. LA Revenue's IBM 390 mainframe already had installed IBM's InfoPrint Manager, which supports job submission using LPR printing protocols. However, IBM InfoPrint does not support Xerox LCDS/MetaCode architectures natively, and could not support LA Revenue's two (2) Xerox 4890's and one (1) Xerox 4635MX printers. NearStar worked closely with the IBM programmer/consultant to provide a seamless integration of IBM's InfoPrint to transfer jobs directly to DataServer as native print streams. This gave LA Revenue more flexibility in their printing system by using DataServer, as well as a larger cost savings.

NearStar's ability to integrate different technologies from IBM and Xerox provided the customer a workable and seamless solution to their problem. It again shows how a partnership between the vendors and the customer in a cooperative venture can overcome obstacles by the use of forward thinking technology.

**The State of Louisiana Department of Revenue collects, monitors, and processes the State of Louisiana tax**

### WORKING TO SOLVE THE PROBLEM

In December of 2001, the Louisiana Department of Revenue moved to its new Headquarters building in downtown Baton Rouge. Approximately six months before the move, the decision was made to also relocate the computer room, which, prior to this date, had been housed in the same building; it would now be moved to another agency's data center approximately 5 miles from the new Headquarters building. However, all Print operations, and associated equipment, were to remain with the Headquarters at its new location.

### UNDERSTANDING THE ISSUES

Prior to the move, the Mainframe computer accomplished printing by directing the output to any one of three "channel attached" Xerox Laser printers that were co-located with the mainframe. However, after the mainframe computer was moved to its new location, the printers were no longer in the same location, and therefore, no longer channel attached to the mainframe. Instead they were miles apart. LA Revenue was now faced with a dilemma; they had to come up with a solution by which they would be able to continue and maintain their agency's printing requirements with the mainframe being in a location remote from its printers. And they had very little time to do it in.

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