

# PSUG (PrintStream User Network) Minutes

January 21-24, 2014

Las Vegas, NV



## *I. Introduction*

This year's PSUG conference was held in Las Vegas, NV as part of Connect- EFI's Annual Users' Conference. The format of the PSUG sessions was similar to last year combining specific meetings for PSUG while providing participation and information sharing across the entire EFI suite of products. The main focus was on EFI's various product lines (both software and hardware offerings) with product specific user group tracks for Digital Store Front, Monarch, Pace, Radius, OPS, Fiery, iQuote, Metrix and Printflow as well as other legacy companies like PSI and PrintStream that have been purchased and will be incorporated into their core products. Aside from the general sessions and user group meetings, there was a Connect Solution Center and Exhibit Hall setup featuring demo stations for one-on-one with EFI support, a team of 200+ experts were available for questions and demonstrations of the latest innovations of EFI.

Please note that all Connect session materials and presentations are available for download using the below credentials:

**ftp.efi.com**

Username: **connecttrade**

Password: **connect123**

## II. List of Attendees

Name	Company	Email	Phone
Ultsch, Carissa	Anderson Direct Marketing	<a href="mailto:cultsch@andersondm.com">cultsch@andersondm.com</a>	
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Dagostino, Alex	Vision	<a href="mailto:adagnostino@visionps.com">adagnostino@visionps.com</a>	
Johnson, Darin	Vision Integrated Graphics	<a href="mailto:djohnson@visionps.com">djohnson@visionps.com</a>	708-570-7977

### **III. *Introductions***

PSUG board:

- Don Koubsky – President (not in attendance)
- Jeff Wampler – Vice President
- Barb Satterthwaite - Secretary
- Sheri Contino - Treasurer
- Jim Twieg – IT/Web Director

PrintStream/EFI Introductions:

- Laurence Snyder – GM EFI PrintStream
- Kathy Di Paolo - Product Manager EFI PrintStream
- Gavin Chapman – Product Specialist
- Gina Stoppelmoor – Support Manager
- Rob Hales – Product Support

### **IV. *Printstream Welcome Session***

Kathy Di Paolo led this discussion with a PowerPoint presentation that is available on the EFI website. Here are some additional comments:

- Users are encouraged to enter their issues directly on the Salesforce.com portal. When this occurs, a ticket is now automatically opened in JIRA and guarantees that the issue is being reviewed by an EFI person. All programming changes are managed via JIRA and a list of your issues can be downloaded and sent to you by your account manager.
- Training classes continue to be made available on a regular basis and users are encouraged to sign up for these classes to become orientated with the new releases and features available. In addition, one free class is offered each month by EFI on a topic of general interest in the User's group
- Kathy encouraged all users to move to the latest version of Printstream (at least 2011). The 2008 version and prior versions are no longer supported.
- Complete documentation of the 2014 release is available upon request from Lindsey Fross (lindsey.fross@efi.com).
- PS will continue to entertain the top three development requests from the users group to further enhance Printstream. The user group must be diligent in explaining the requirement and helping with the design.
- PSUG will continue to sponsor one monthly training class for the group. Please let us know if there are other courses that you would like added.

**V. PSUG Business Meeting:**

Jeff Wampler & Jim Twieg led this session in Don Koubsky's absence. The board is committed to providing a communication protocol to engage members. We will focus on recommending enhancements for developing in Printstream while helping users analyze the differences between Printstream and Monarch or Pace. Below is the treasurer's report:

<i>Current as of 1-28-2014</i>		
<b>Prior Ending Balance</b>	\$5,145.22	
<b>Income</b>	\$4000.00	16 paid members for 2013: <b>ABR Services</b> <b>Alaniz LLC / Focus Direct / Direct Mail Holding</b> <b>Anderson Direct</b> <b>CJK Print Possibilities</b> <b>Gilson Graphics</b> <b>GLS Companies</b> <b>Henry Wurst</b> <b>MSP</b> <b>PointSmith</b> <b>Qualified Presort Service LLC / Mail</b> <b>Communications Group</b> <b>Rotary Offset Press</b> <b>Salem Printing Company</b> <b>Sheridan Books Inc.</b> <b>SuttleStraus Inc.</b> <b>Transcontinental Aurora</b> <b>World Marketing Inc.</b>
<b>Expenses</b>	\$1,500.00	Refund to previous sponsor for prepayment for webinar sponsorship
	\$ 473.33	Domains/website hosting/ WordPress
	\$ 423.40	Quick Books subscription
	\$ 500.00	Apple Gift Card for Connect 2013
	\$ 495.00	Corporation Fees, Registered Agent, Annual Report Filing, Tax Filing
	\$ 190.80	Constant Contact
	\$ 17.25	Postage and Shipping Charges
<b>Expenses Total</b>	\$3,599.78	
<b>Current Cash on Hand Balance</b>	\$5,545.44	

<b>Current Receivables</b>	\$6750.00	28 outstanding member dues from 2013: Advanced Digital Printing Business Ink Co. Consolidated Graphics Group Inc. Darwill Press Design Distributors Diamond Marketing Solutions Elanders Seiz Inc. Envision3 EU Services Foster Printing Friesens Corporation Gabriel Group Information Management Systems, Inc. K/P Corporation Lloyd Schuh Company Mail America Communications Marketplace Direct Inc. Midland Mossberg & Company Inc. Northwest Mailing Service Inc. Pareto Presort Services Inc. Specialty Print Communications Standard Offset Printing (The Standard Group) TC Delivers The Field Companies Fulfillment Center Inc. Towne Inc. Wilkes Direct Mail
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**VI. *Printstream Focus Sessions***

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Several sessions were held around the focus groups (Accounting & Postage, Fulfillment, Inventory, Print/Mail, Differences between Printstream and Monarch/Pace). EFI personnel were present and gave presentations (that can be downloaded from the Printstream website) regarding recent enhancements. The second half of these meetings allowed the participants to present the top choices of desired enhancements from prior meetings with the focus groups. These suggestions will be communicated to the user group in order to obtain a vote on which items to move forward with.

## **VII. Wrap-Up Session**

*This session started with considerable discussion concerning what the user's group purpose is at this point in the Printstream life cycle and the probable eventual migration to Monarch or Pace. There is a need to service many different needs at this time including:*

- *New Printstream fulfillment users that have Monarch or Pace integrated with Printstream.*
- *Printstream users that are considering migration to Monarch or Pace.*
- *Printstream users that have no current plans to migrate to Monarch or Pace.*

Laurence Snyder led the discussion with the following comments:

1. Take careful notice of all of the deficiencies in Monarch and/or Pace – lots of little items. There are some good things too. Companies need to understand the differences.
2. Very concerned about the slowness of development in Monarch & Pace and their tendency to be distracted by very large customer requirements.
3. Most companies are still using existing systems, and he feels that it will be a number of years until Monarch & Pace are ready for our use.
4. There will not be major surgery on the print mail estimating calculation.
5. Gavin will be the most helpful with the gap analysis. Need to engage Jeff White & Jay from Pace (product managers at EFI) in this process.
6. Need to put more effort into defining our requirements near term.
7. Product development has been defined through 2016 for EFI Monarch & Pace.
8. Need to test two different jobs through their systems to understand the gap analysis. Do this in a webinar process.
9. Recommends that the user group bands together, selects either Pace or Monarch, and we are committed to buy licenses as a team to influence development once we agree on the gaps that need to be focused on.
10. There is capacity on the development side to continue to make changes in Printstream.

In summary, we need to focus as follows:

1. Determine enhancements that we want to have done in Printstream in the near future.
2. Help Printstream users understand gaps and how we might be able to influence changes in Pace & Monarch. Kathy is willing to help us setup the webinars to do the gap analysis.

The members recommended the following next steps:

1. Survey sent out to all users – needs to include new Printstream customers that have Monarch problems.
2. Gavin help to create list of initial gaps – as a group, we need to do the webinars to develop list.
3. Assemble list of suggestions and get more input – vote on the changes we want near term.
4. Meeting with product managers (Jeff White & Jay from Pace).
5. Need companies to step forward that want to be “influencers”.