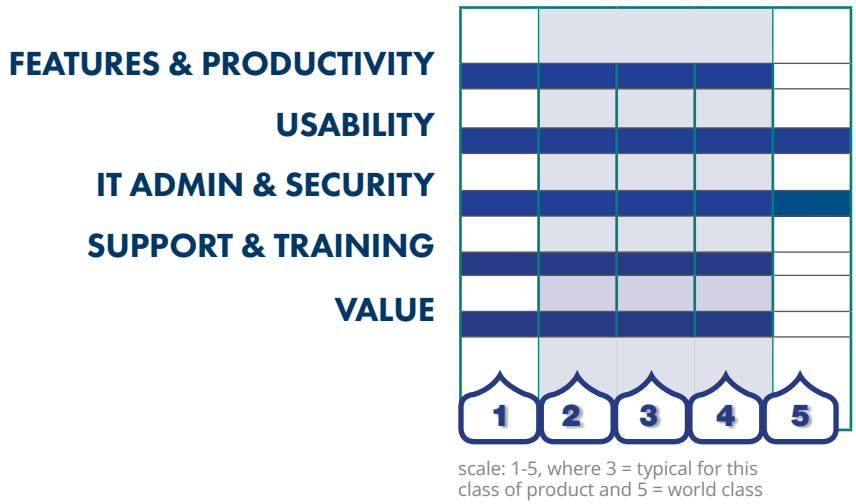
BuyersLab GOLD TESTED SOLUTION 2023

YSOFT SAFEQ

Intuitive for SafeQ



scale: 1-5, where 3 = typical for this class of product and 5 = world class

Overview

Intuitive for SafeQ is a business intelligence solution that provides organizations with a better understanding of their print, scan, fax, and copy environment. Reports and dashboards provide organizations with insights into who is printing, what the environmental impact is, and how these factors contribute to the overall cost and efficiency of the print environment. This solution is ideal for organizations in sectors like Education, Healthcare, Local Government, and other document intensive businesses.

Product Snapshot

Product: Intuitive for SafeQ

Version: V3.0 / Server / Client version – 6.1.2

Software Developer: Intuitive

Web: https://weareintuitive.com/print-management

For more information on this software, and other products, visit buyerslab.com/bliQ.

About Keypoint Intelligence

For over 60 years, clients in the digital imaging industry have relied on Keypoint Intelligence for independent hands-on testing, lab data, and extensive market research to drive their product and sales success. Keypoint Intelligence has been recognized as the industry's most trusted resource for unbiased information, analysis, and awards due to decades of analyst experience. Customers have harnessed this mission-critical knowledge for strategic decision-making, daily sales enablement, and operational excellence to improve business goals and increase bottom lines. With a central focus on clients, Keypoint Intelligence continues to evolve as the industry changes by expanding offerings and updating methods, while intimately understanding and serving manufacturers', channels', and their customers' transformation in the digital printing and imaging sector.

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CHIEF BENEFITS

STAY ON TOP OF COSTS – Cost reports provides Y Soft SafeQ users with a good idea of the total cost of their print environment and where print demand is coming from.

SECURE ORGANIZATIONAL INFORMATION – Administrators can ensure that users can only access specific reports based on different criteria.

REDUCE ENVIRONMENTAL WASTE – Environmental reports inform users on the CO2 that their print activity creates in addition to the paper and electricity that was used in the process.

AN IN-DEPTH, PERSONALIZED LOOK – Reports can be filtered and viewed to look up data on specific points of interest like different departments, print groups and printers from within the solution.

INTEGRATE WITH RELIABLE TOOLS – Intuitive Dashboards can be integrated with Y Soft SafeQ and be configured in just a matter of hours.

OUR TAKE

Intuitive's main goal with their Intuitive for SafeQ is to make better use of an organization's print data. This solution's print management and process management dashboards are fully interactive and make it easier for organizations to properly analyze and visually represent demand for print on a granular level across the entire environment. Although the system aggregates a lot of data from many locations, it's not difficult to filter and analyze. A major benefit Intuitive brings to the table is how dashboards can be set up to accommodate for what specific departments and groups need.

In addition to costs, organizations are able to make more environmentally sound decisions with Intuitive for SafeQ. Thanks to Intuitive's Environmental Impact report, users can keep track of how print activity correlates with factors like the number of trees that were consumed based on the number of pages printed and the electrical energy that was consumed to produce the paper that was used. As a result, organizations can properly address how they can minimize environmental damage and show their progress to end users. Just by sharing this type of information with teams, end users a better idea of how their own behavior influences contribute to their organizations carbon footprint and waste.

Users looking into Intuitive for SafeQ should not view it as a complete solution, but rather a useful integration tool that provides deeper analysis of their print environment. By being able to read deeper into an organization's print activity with this tool, managers are able to make decisions to improve print process based on insights provided by the tool. Whether it is by gauging what departments use specific devices more than others in an effort to reduce fleet sizes or figuring out which

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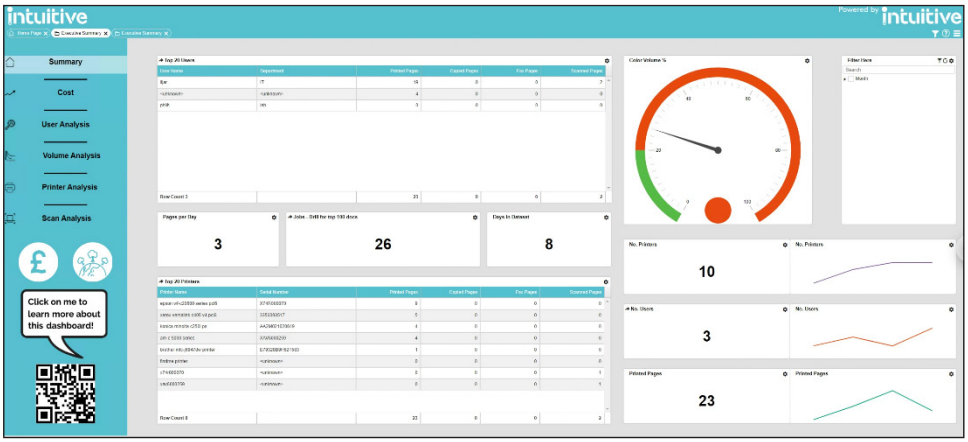
devices perform better than others, Intuitive Dashboards enables organizations to improve how they handle document-related tasks while saving money in the long run by setting up more efficient fleets. Intuitive Dashboards are currently pre-integrated with SafeQ, but organizations can integrate Intuitive Dashboards into other print management software with some custom development.

There are a couple of factors holding back the user experience of this solution. Information regarding installation and support is limited to the Help Center, as it was found to be basic compared to other applications and navigating through the solution for installation and configuration information can be difficult, showing a need for continued investment in documentation as part of the customer engagement experience. Next, we feel that more languages should be available beyond the five Western languages. For both of these, we hope to see these areas addressed and expanded on in future versions of the tool. Despite these minor shortcomings, Intuitive for SafeQ is a great solution that makes it possible for organizations to make the most of the document-oriented data that is available to them.

FEATURES & PRODUCTIVITY

View Dashboard is the main section for users to leverage in this solution. Here, users can select the reports they must access, whether they are pre-integrated or built-in. The report types within Intuitive for SafeQ include:

- **Executive Summary:** This report type shows top-level information about the print environment, including the Top 20 users and printers, the number of users, and total pages.



The solution's Executive Summary gives users an at-a-glance analysis of users document activity.

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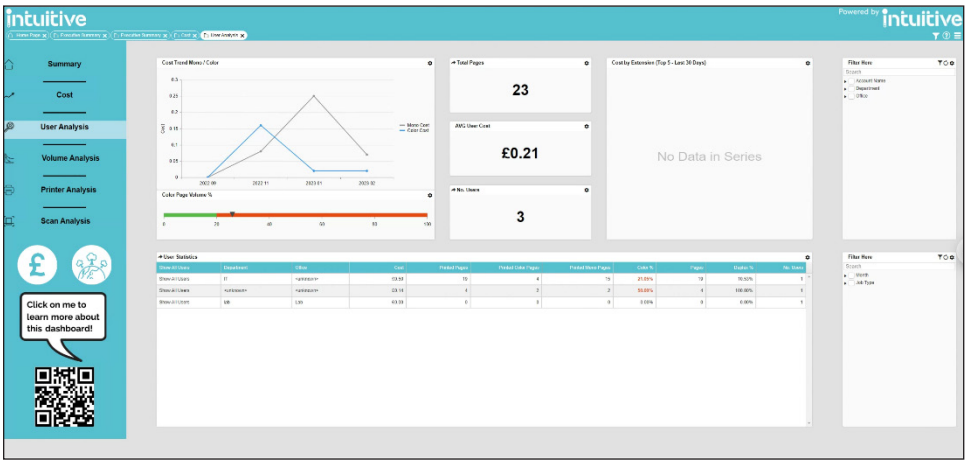
- **Cost:** This report type shows the costs over time by department, user, mono versus color print, and print versus copy. This tool can be helpful for IT budgeting processes and recouping print costs from customers.
- **User Analysis:** This report type shows all print users and analyses of each individual user. This can help you better understand usage trends on an individual level as well as identify and correct poor behavior, enabling managers to better address and enforce better practices among users.



Reports can provide in-depth looks at the print activity over individuals over time within an organization.

- **Volume Analysis:** This report type shows changes in volume over time, printed pages, and volume trends.
- **Printer Analysis:** This report type shows information on printer variance, activity, and utilization helping administrators have a better idea of what devices are used for and how they need to be maintained.
- **Scan Analysis:** This report type provides users with summaries on scan activity and analyses on each individual user.
- **Cost and Volume Summary:** This report type shows the impact of print volumes and costs over a two-year rolling period, split of color pages, total pages, and costs.
- **Environmental Impact:** This report type shows the environmental impact of an organization's printing (based around CO2, energy, and trees consumed) by department over a two-year rolling period.

Filtering options can be used in this solution so users can easily look for the datasets that they want to access.

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USABILITY

We find that Intuitive for SafeQ is clear and easy to use for end users in terms working through the different dashboards in this solution. It is quite a smooth experience for users to build dashboards in the solution's Dashboard Builder, which is probably where they will get the most use out of this solution in regular use.

Questions are more likely to arise when users are trying to compose their own reports as opposed to using built-in reports, setting up the system for end users, or when users are simply not experienced administrators when it comes to managing systems like this. This is due to a lack of information that is provided to support users utilizing Intuitive Dashboards.

IT ADMIN & SECURITY

ONGOING ADMINISTRATION

Intuitive for SafeQ provides organizations using the solution with user licenses for 25 dashboard viewers, 2 administrators, and a User Administration login, and the proper licenses should be issued to users that need access to specific information within the dashboards.

To best use Intuitive to fit an organization's needs, administrators using this solution can modify existing dashboard designs or opt to create new dashboards for the different report types within this solution.

The section for administrators contains management options for Users, Groups, Roles, Memory Management, and License Management. Under the Users section, administrators can search for users, add new users, copy users, edit user details, reset passwords, reassign all entities, if necessary, delete users, and view activity logs.

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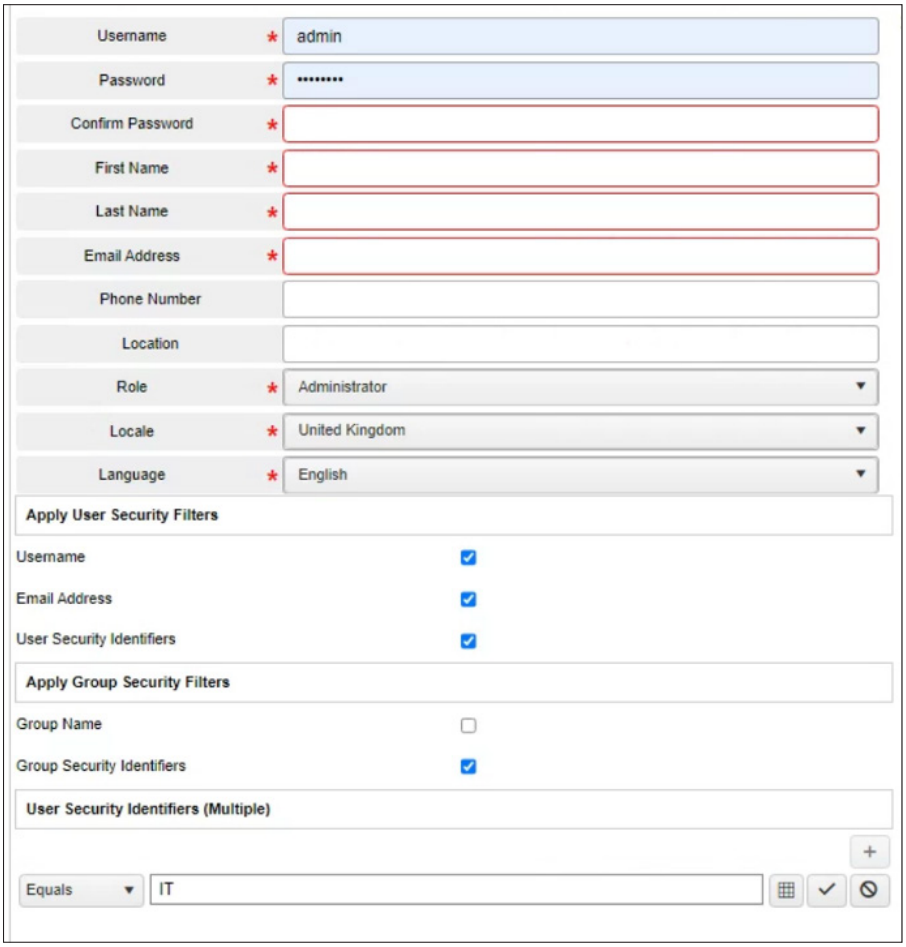

When adding new users, administrators can add general information, roles, security filters, and more.

Within the Groups section, administrators are able to create new groups and assign Security Identifiers, which are user and group attributes for certain datasets that users are associated with. Both users and groups can have multiple attributes. When administrators access the Roles section, they can set role permissions, admin permissions, and role viewing options to enable and disable different components of the dashboard for users.

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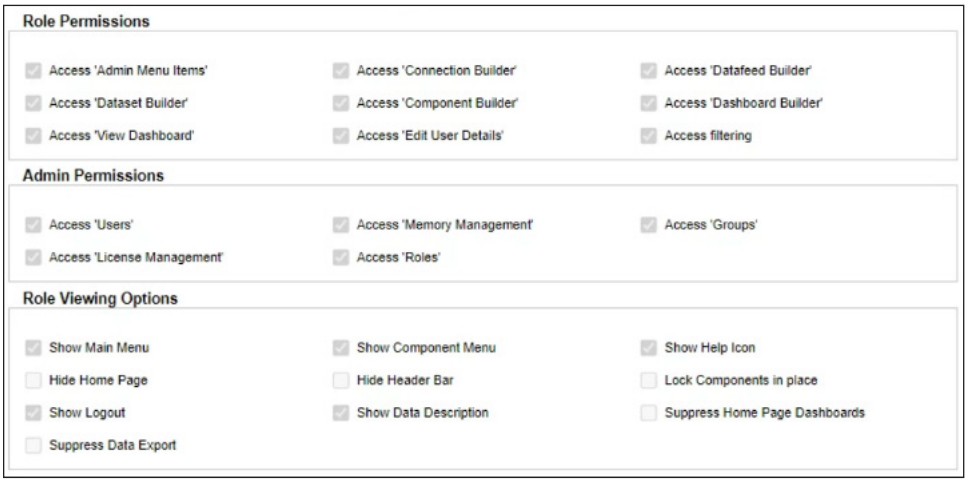

There are a wide range of role-based permissions and viewing options that administrators can set up for users utilizing Intuitive for SafeQ.

The Memory Management section allows administrators to view and disable system memory allocation to selected datasets. The License Management section allows administrators to look at information on current licenses that the organization is using and the users that are currently logged into the solution.

There are a variety of administrative tools beyond those listed above. These include:

- **Connections Builder** enables administrators to modify or create new connections for Intuitive Dashboards, with support for Excel, text files, and ODBC database connections.
- **Datafeed Builder** retrieves raw data from datafeeds. Multiple datasets can be created from just one datafeed. Users have the option to add new datafeeds, edit existing ones, delete them, and manage them.
- **Dataset Builder** enables users to create, edit, and delete datasets. Some options in this section include but are not limited to adding new dataset titles, the number of rows displayed, the option to link datasets, save datasets, and publishing them.
- **Component Builder** has options to add, edit, and delete items like Component Titles, charts, grids, gauges, filter components, HTML components, component and dashboard drilldowns, and more.
- **Dashboard Builder** has options to add, edit, and delete items like Dashboard Title, Add Component, save dashboards, publish dashboards, Dashboard Component Settings and more.

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SECURITY

The solution's Dashboard Security contains Users, Roles, and Groups, meaning that users have different degrees of access to the solution based on the permissions they were given. On top of this, an audit trail can be maintained to help administrators keep track of who in an organization has access to specific reports.

Intuitive for SafeQ is a GDPR compliant solution.

SUPPORT & TRAINING

Users in need of assistance can press the Help Button with Intuitive for SafeQ. This takes administrators and users to Intuitive's Help Center online. The Help Center can also be accessed at https://help.intuitivebusinessintelligence.com/. In addition to this, a QR code is available on each dashboard the leads users directly to "How To" video guides to help users support themselves.

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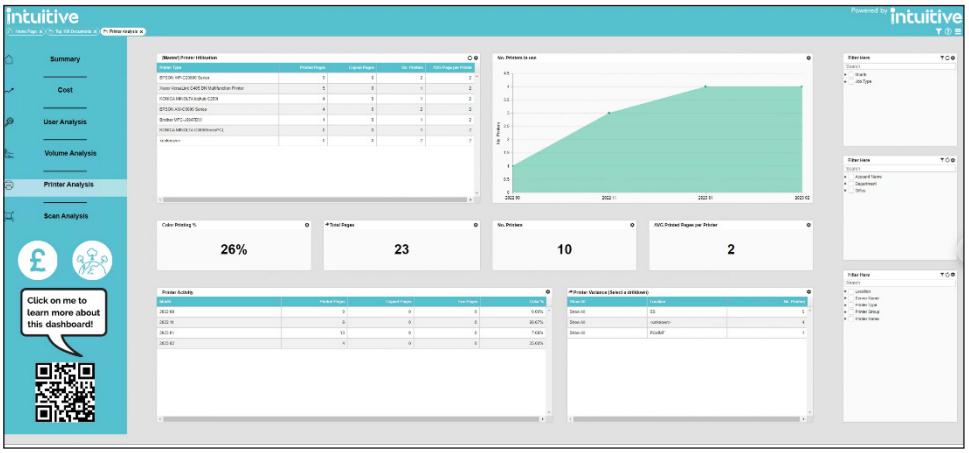
VALUE

Organizations leveraging Intuitive for SafeQ are able to get a better look at who does and does not drive-up print demand, leading to better financial decision-making and more efficient workflows as a result. For instance, this solution's detailed reports can give users an idea of what devices are under-utilized, which can help organizations determine if they need to minimize their fleets. In the opposite scenario, organizations can use this solution to determine what devices are being over-utilized, which could potentially influence maintenance costs. As mentioned previously, costs and trends can also be analyzed around fields like users, departments, the type of document process, and mono versus color. Trends on all such factors can influence an organization's costs, so better understanding them leads to more economically-driven decision making.



Detailed reports, like the one shown above, can give Intuitive for SafeQ users a better idea on how document activity impacts organizational costs.

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STRENGTHS

- Cost reports can give organizations a clear perspective on what actions they should take to reduce costs involving print.
- Reports are secure, as parameters around user roles can be set to ensure they only see what is relevant to them.
- Can help organizations better understand how they can reduce their overall environmental impact.
- It is easy for users to build their own dashboards.
- Filtering options makes it easy for users to find the analytics they are looking for.

WEAKNESSES

- A limited number of languages are available to users.

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PRODUCT PROFILE

Versions:	Intuitive for PaperCut MF / Intuitive for PaperCut Hive / Intuitive for SafeQ
Pricing:	Contanct Intuitive for pricing information
Users:	1000+
Server:	Windows Server 2008 or above; Same as PaperCut MF
Client:	Compatible web browsers; iOS, Android
Virtualization:	Supported
Mobile Device Compatibility:	NA
Compatible Output Hardware:	NA
Software Integration:	PaperCut MF, PaperCut Hive, Y Soft SafeQ
Availability:	Worldwide
Languages:	English, French, German, Italian, Portuguese (Brazil), Spanish (Mexico)

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