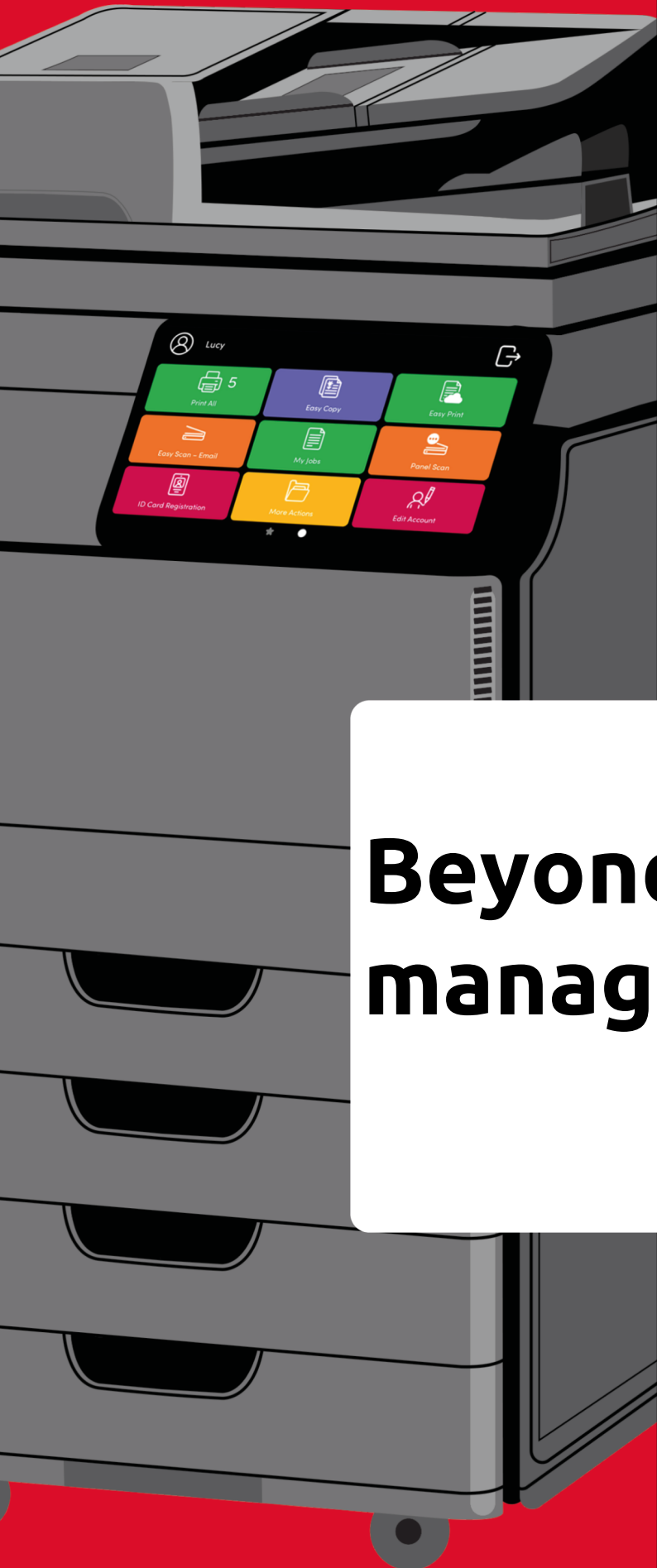


myQ



Beyond print management

How enterprises are rethinking print, scanning, security, and workflow automation

Introduction

For years, print infrastructure existed quietly in the background of enterprise IT environments. While organizations invested heavily in cloud transformation, cybersecurity, collaboration tools, and digital workplace initiatives, print and document workflows often remained fragmented, heavily manual, and dependent on aging infrastructure.

Modern organizations are beginning to recognize that print and document workflows sit much closer to the centre of digital transformation than previously assumed. Multifunction printers are no longer viewed simply as devices that produce paper output. They have evolved into intelligent document capture points, secure access terminals, workflow automation hubs, and cloud-connected productivity tools.

As hybrid work models continue reshaping enterprise operations, organizations are under growing pressure to modernize the way information moves across their environments. This includes not only printing, but also scanning, document routing, authentication, compliance, reporting, and workflow personalization.

The result is a broader transformation taking place across the print management industry itself.

The shift from print management to document workflow platforms

The traditional value proposition of print management centred primarily around cost control. Organizations deployed solutions to reduce unnecessary printing, enforce quotas, and improve visibility into device usage.

Today, the conversation is significantly broader.

Enterprises are increasingly focused on digitization and workflow efficiency. Scanning and document workflows have become some of the fastest-growing priorities within print environments, particularly in industries handling large volumes of sensitive or operationally critical information.

Organizations now expect their print infrastructure to support automated document routing, cloud storage integration, intelligent scanning workflows, secure access control, and simplified document handling processes across distributed workforces.

This evolution is particularly visible in sectors such as government, healthcare, finance, education, manufacturing, and legal services, where operational efficiency and compliance requirements continue to intensify.

Rather than functioning as isolated print systems, modern platforms are expected to integrate seamlessly into broader workplace ecosystems.

Why hybrid infrastructure remains critical

While the market often frames cloud adoption as inevitable, the reality inside enterprise environments is far more nuanced.

Many organizations continue to require on-premise or private cloud deployments due to regulatory requirements, data sovereignty concerns, security policies, or operational preferences. At the same time, these organizations also want the flexibility, scalability, and administrative simplicity associated with SaaS solutions.

The change in customer expectations

Organizations no longer want to choose between cloud and on-premise infrastructure. Instead, they are increasingly looking for platforms capable of operating across hybrid environments without compromising functionality, performance, or security.

The future of print management is therefore not cloud-only. It is deployment flexibility.

Solutions that can seamlessly support SaaS, private cloud, hybrid infrastructure, and traditional on-premise deployments are becoming increasingly valuable in large enterprise and public-sector environments where operational requirements vary significantly between regions, departments, and business units.

Security has become a strategic priority

As organizations continue digitizing document workflows, print infrastructure is becoming increasingly tied to broader security and compliance strategies.

Sensitive documents frequently pass through multifunction devices, shared workflows, cloud storage platforms, and distributed user environments. Without proper controls, print and scanning workflows can create operational and compliance risks that many organizations previously underestimated.

Modern print management platforms are therefore expected to provide far more than basic authentication. Enterprises now require secure pull printing, end-to-end document protection, role-based access control, detailed auditing capabilities, and secure integration with cloud and identity management systems.

Importantly, these capabilities must be delivered without increasing complexity for end users or IT administrators.

Organizations are prioritizing solutions that strengthen security while simultaneously simplifying management and improving user experience.

AI's emerging role in document workflows

Artificial intelligence is beginning to influence the print and document management space, although not always in the ways initially anticipated.

The greatest opportunities are emerging around document workflows rather than printing itself. AI-driven technologies are helping organizations improve OCR accuracy, automate metadata extraction, classify documents more intelligently, and streamline routing processes that historically required significant manual effort.

In practice, this allows organizations to accelerate digitization initiatives while reducing administrative overhead and improving document accessibility.

At the same time, enterprises remain cautious about overcomplicating infrastructure with unnecessary AI features. The most successful implementations are those that focus on reducing friction and simplifying workflows rather than adding additional layers of complexity.

This pragmatic approach is likely to define how AI adoption evolves across the print management industry over the coming years.

User experience is becoming a competitive differentiator

Historically, enterprise print environments were largely standardized around IT administration rather than end-user experience.

That expectation has changed significantly.

Modern users increasingly expect personalized interfaces, one-touch workflows, mobile access, intuitive authentication methods, and seamless experiences across devices and locations. This is especially important in large organizations where small efficiency improvements can scale across thousands of employees.

Personalization is therefore becoming a strategic advantage rather than a convenience feature.

Organizations are recognizing that improving usability not only enhances productivity, but also accelerates adoption, reduces support requests, and simplifies training requirements across distributed workforces.



How MyQ is addressing the future of print and document workflows

As organizations rethink the role of print and document infrastructure within broader digital transformation strategies, MyQ is focusing on delivering a solution that combines flexibility, security, simplicity, and workflow intelligence within a single ecosystem.

Rather than forcing organizations into a single deployment model, MyQ supports a wide range of environments including on-premise, private cloud, and hybrid deployments. This flexibility allows organizations to modernize at their own pace while maintaining compliance with internal policies, regional regulations, and operational requirements. The company's long-term platform strategy focuses on creating a unified ecosystem capable of seamlessly operating across these environments while simplifying migration and administration.

A major area of focus for MyQ is document digitization and workflow automation. The platform has evolved beyond traditional print management to provide advanced scanning workflows, cloud integrations, personalized user experiences, and intelligent document handling capabilities. Users can securely scan to cloud repositories, browse cloud storage directly from multifunction devices, personalize workflows to individual or departmental requirements, and automate document routing processes across distributed environments.

MyQ is also investing heavily in simplifying enterprise management. Centralized administration, automated deployment tools, remote configuration capabilities, and multi-vendor fleet support help organizations reduce administrative overhead while improving visibility across complex infrastructures. This is particularly important in large enterprise and public-sector environments where organizations often operate mixed printer fleets across multiple locations and regions.

Security remains a central pillar of the platform strategy. MyQ addresses growing enterprise security requirements through secure pull printing, end-to-end document protection, advanced authentication methods, audit logging, role-based access controls, and secure integrations with identity providers and cloud services.

MyQ also continues adapting its solutions to emerging industry changes, including Windows Protected Print Mode and the increasing adoption of ARM-based devices.

Artificial intelligence is another area where MyQ is taking a pragmatic and workflow-focused approach. Rather than adding AI for the sake of novelty, we are concentrating on practical applications that improve operational efficiency and simplify user experiences. This includes AI-powered support services and knowledge access, intelligent document processing, OCR enhancement, metadata extraction, and workflow automation designed to help organizations accelerate digitization initiatives without introducing unnecessary complexity.

At the same time, MyQ continues emphasizing usability and personalization as core differentiators. The platform is designed to provide intuitive and consistent experiences across devices, locations, and deployment models while enabling organizations to tailor workflows and interfaces to the needs of individual users, departments, or workgroups.

As the print management industry continues evolving toward broader digital workplace enablement, MyQ's strategy reflects a shift away from isolated print control and toward secure, intelligent, and flexible document workflow ecosystems capable of supporting the future needs of enterprise organizations.

The future of print infrastructure

The print management industry is entering a new phase of maturity.

Organizations are no longer investing in standalone print control tools. They are investing in platforms capable of supporting broader digital workplace strategies that include workflow automation, document digitization, security, reporting, personalization, and hybrid infrastructure support.

The next generation of platforms will be defined not by individual features, but by their ability to simplify increasingly complex enterprise environments.

The organizations that modernize these workflows successfully will be better positioned to improve operational efficiency, strengthen compliance, reduce infrastructure complexity, and support the evolving demands of the modern workforce.

Print management is no longer simply about controlling print.

It is becoming an essential component of enterprise digital transformation.



Print management beyond print

Organizations are increasingly focused on digitization, workflow automation, security, and deployment flexibility as they modernize how information moves across hybrid work environments.

At the same time, user experience, personalization, and practical AI-driven document processing are becoming key differentiators. As enterprises rethink the role of print infrastructure within their digital transformation strategies, solutions that combine security, flexibility, workflow intelligence, and simplified management are becoming essential for the future workplace.



SAVE TIME WITH **PERSONALIZED** PRINT SOLUTIONS

MyQ's print management solutions help users save time with secure, customized, and personalized print solutions.

50+ million
Trusted users

1+ million
Active devices

26+
Brands supported

1000+
Certified partners

Operating in **140+**
countries

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Awarded and certified

