

# CASE STUDY

## Bayerisches Landesamt für Steuern



### The Customer

The Bayerische Landesamt für Steuern is responsible for the state's tax administration and acts as Application Service Provider for the Bavarian Justice Department and Ministry of Science & Art among other public departments. The Rechenzentrum Nord is part of the Bayerische Landesamt für Steuern and runs two IT centers in Munich and Nuremberg. They are accountable for approximately 30,000 employees and must answer to an entire state if something goes awry. The triCerat solution is currently implemented for approximately 1,500 users.

### The Business Challenge

In 2009 the data centre was confronted with the task to transfer two applications, SolumSTAR and RegisSTAR, from PCs to Terminal Server. Both applications had high volume printing requirements and presented a challenge by affecting print functionalities.

### Finding the Right Solution

In order to find the appropriate solution for their diverse environment, the Rechenzentrum Nord needed to look beyond what the major software vendors could offer and turned to third party companies for a resolution.

#### The goal was to:

- Solve printing, profiles, and security problems in Terminal Server Operations
- Provide software that was not only easy to implement but simple to manage
- Offer superior technical support
- Remain cost effective

Several third party companies were considered, but no one was able to fulfill all of the objectives except for triCerat and the Simplify Suite.

The triCerat development team tweaked the Suite software to suit the department's specific print needs and further improvements for the Bayerische Landesamt für Steuern were possible because of the operational experiences and in-house development of SINN GmbH. Not only that, Andreas Fleischmann, Technical Manager of Sinn GmbH, triCerat's VAD, and knowledgeable consultant, wrote a program that pre-configured Suite settings for a fast and easy implementation. The result of this joint effort was a seamless overnight installation across all 69 servers.

### The Bottom Line

The Simplify Suite has been running without incident for over 180 days and the outcome is substantially less time spent on printer configuration, profile management, and daily troubleshooting. Employees are more focused without outside distractions, business operations as they pertain to the desktop are efficient and problem free, and crucial funds are free to be used on other pressing matters. The goal of finding a complete desktop solution from a single vendor at a reasonable price was accomplished with the Simplify Suite.



### Customer Specs

- Over 30,000 employees
- 5 government departments
  - Ministry of Finance
  - Ministry of Justice
  - Ministry of Labor & Social Affairs
  - Ministry of Economics & Traffic
  - Ministry of Science & Art
- Industry-specific applications
- Diverse environment including Citrix XenApp 5.0, and Terminal Services

*"Simplify! Choose triCerat's software solution and you will never regret your decision."*

– Bernd Trampe, Consultant at VisionApp

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### The Technical Challenge

In 2009 the data center was confronted with the task of transferring two applications, SolumSTAR and RegisSTAR, from PCs to Terminal Server. Both applications had high volume printing requirements and presented a challenge by affecting print functionalities. 1,500 users were immediately affected by this reorganization.

Printing in a large and diverse environment with limited available bandwidth and security restrictions resulted in slow, inadequate print jobs, client side printer problems, spooler crashes, tedious print driver installations and daily troubleshooting. User profile management became overly complex and time consuming because Active Directory user accounts were on one domain while all Terminal Servers were kept on a different domain. Desktop security was out of control with employees' unlimited access to the Start Menu, applications, and Internet.

With so many facets to the desktop management dilemma, how was the department going to find a complete solution from a single vendor that fit within the budget?

### The Solution

triCerat's Simplify Suite was chosen because of its ability to solve all these challenges in a single product. SINN GmbH's operational experience and in-house development fostered further improvements and triCerat's development team adjusted the compression mechanism in the software to suit the department's specific print needs, providing 24bpp print capabilities while competitors had to drop to 16bpp to avoid overloading the WAN connection. With the support of Sinn GmbH's install program, the overnight implementation of the Suite was seamless. The Internet Explorer shell was replaced with the Simplify Desktop's triShell, which successfully limited employee access to sensitive computer processes. Simplify Lockdown, the Suite's security product, let administrators control the execution of unauthorized applications, malware, and viruses. Simplify Profiles provided the perfect combination of user profile structure and personalization and the end result was a secure desktop that encouraged employees to focus on the task at hand.



### Tech Specs

- Over 1,500 users
- Each department uses an industry-specific application to do their job:
  - SolumSTAR
  - RegiSTAR
- Collectively uses:
  - 42 Citrix XenApp 5.0 TSs
  - 2 Provisioning servers
  - 25 Terminal Servers

### The results after 180 days with the Simplify Suite:

- Economical use of bandwidth (no more print crashes)
- Less time spent on printer configuration and troubleshooting
- Secured desktops
- Easy to manage user profiles

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