

The Customer

Since 1988, Bewotec GmbH has developed software for the travel industry throughout Europe. Their software helps travel agents manage back office administration, such as bookkeeping, statistics, and reservation booking tools. Between their headquarters in Rösrath, Germany and four other locations, Bewotec employs over 120 people. They serve over 5,500 clients worldwide including the Thomas Cook Group, a travel booking company based in England, and TUI Group, Europe's largest tourism conglomerate. Bewotec's software is recommended by these reputable agencies because of its ability to automate daily tasks, leaving time to concentrate on other tasks.

The Challenge

From flight confirmations and ticketing to hotel and car rental reservations, printing is a staple in the travel industry. Bewotec struggled to keep up with their steadily increasing number of clients, all whom wanted to print in mixed environments using multiple printers. New printer drivers needed to be installed on a daily basis and that was on the condition that there were no compatibility issues. Ultimately the task was tedious, time consuming, and near impossible to keep up with. The problem was compounded when printer names did not match those on the local machine. Bewotec's support staff was flooded with print-related calls from travel agents, causing frequent onsite calls to put out the IT fires.

The Solution

After comparing print solutions, Bewotec decided to move forward with triCerat's Simplify Suite. Simplify Printing, which includes ScrewDrivers, was the first solution installed from the Suite in order to deal with the pressing print problems. After a five minute installation and two weeks of testing, Simplify Printing was implemented on the first live Terminal Server. Support calls were decreased by 50%, allowing IT support and end users to focus on their priorities. The simple configuration resulted in a smooth transition for users, who were thrilled with how easy it was to set their preferences and the speed to which their documents were printed.

System administrators were able to configure desktops for every user and group using folder redirection and registry keys, eliminating the need for tedious group policies.

"We now have an average of 20% more users on each server due to ScrewDrivers!"

Customer's Specs:

- 5 offices throughout Germany
- 120 employees
- 900 users
- 200 workstations
- 12 Windows Terminal Servers, Domain with FAX Server, SQL Server, Windows 2003 Server, and 80 back end servers
- New project to expand host networking to 30 TSs and 4,000 users on Windows 2008 using triCerat and Bewotec software

Customer's Challenge:

- Overwhelming printing and print driver issues due to increasing client load with mixed environments and printers
- Printer names did not match those on local machines
- Support team flooded with print-related calls, resulting in

"Since the first installation in September 2006, we have had only positive experiences with Simplify Suite. The intuitive features in the Suite have cut support expenses in half!"

— Michael Gruenewald, IT Manager

The Future

The effective features within the Suite, from printing to total desktop security and management, provided the solutions to best complement Bewotec's needs in Terminal Services hosting. With printing problems now a thing of the past, Bewotec plans to incorporate the full Suite in their expansion with the Thomas Cook Group. Together they will launch Thomas Cook World Wide within the next two years, expanding their hosting network with an additional 30 Terminal Servers. Bewotec is so pleased with the Simplify Suite that they will be implementing it along with their own software to an estimated 4,000 additional users during this time period.

Benefits Delivered by triCerat:

- Problem free printing
- Minimized support calls for print-related issues
- No more print driver installation
- More users allowed on each TS
- Better performance of TSs
- Simplified user operation
- The ability to audit and limit access to restricted applications and Start menu
- Marked increase in employee productivity and satisfaction

"We will always use the solutions from triCerat. There is no software that can compare with the Simplify Suite's complete set of features. What a deal!"

– Michael Gruenewald, IT Manager