

# CASE STUDY

## Blue Plate: Award-Winning Caterer



### The Customer

As the caterer of choice for more than 100 Fortune 500 companies, Blue Plate serves clients throughout the Chicagoland area and offers meeting and event planning services to customers across the United States. Since 1983, the firm has come to be recognized as one of the most respected and innovative full-service catering operations for its superb cuisine and world-class venues. Today, Blue Plate's award-winning chefs and event staff create more than 3,000 events annually, ranging from intimate cocktail parties to elaborate galas.

### The Challenge

Blue Plate's data center supports operations at the firm's headquarters on Chicago's west side, as well as its two remote catering locations, the Park Grill at Millennium Park in Chicago and Rhapsody, at the Chicago Symphony Orchestra's Symphony Center using Windows Server 2003 terminal services. With over 450 employees working at these locations and at events in other remote locations throughout the US, a large number of business functions are dependent upon this infrastructure.

The Blue Plate Terminal Servers host a range of applications including Microsoft Office, Great Plains FRX, Photoshop and Eatec, a specialized food service application that enables event planning, menu creation, purchasing, and invoicing. Personnel access these applications from desktop PCs. Staff at remote locations, including the Park Grill and Rhapsody also use Palm PDAs and laptops to access the infrastructure.

As business grew, the everyday task of printing invoices, event materials, and other related documents became extremely problematic. Printers were not showing up in user sessions and driver installs became quite tedious. With nearly 70 people dependent upon Blue Plate's server-based applications at any given time, overcoming print problems was a necessity. "When I first began at Blue Plate, we were spending probably 25 percent of our time on print problems alone," said Dewey Boshers, Blue Plate's IT Manager.



### Who is Blue Plate?

Award-winning Chicago-based caterer, offering event-planning services throughout the US.

### Customer's Challenge:

- Eliminate print driver administration
- Ensure system stability and performance
- Reduce support costs and downtime

### Benefits Delivered by triCerat:

- Reduces time and effort involved in administering Terminal Services
- Reduces support effort and cost
- Improves user satisfaction and productivity

*"We were spending 25 percent of our support time solving printing problems. Simplify Printing is a great solution because it is transparent to our users and eliminates the need to install printer drivers. After all the trouble we've experienced and all the time we've wasted rebooting our servers, Simplify Printing is really a bargain."* – Dewey Boshers, IT Manager, Blue Plate.

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### Printing Made Simple

Searching for a solution on the Web led Boshers to triCerat's Simplify Printing universal printing solution. The ability to deliver problem-free printing without installing and managing print drivers was a compelling alternative to his current situation. After testing the product on site, common printing problems ended. Boshers and the Blue Plate IT staff decided to implement Simplify Printing immediately. "The amount of time and energy that was being spent constantly fixing the same problems made the investment worthwhile. After all the trouble we've experienced and time we've wasted with printing, it was really a bargain," remarked Boshers.

Until they found Simplify Printing, Blue Plate's IT staff believed there was no simple solution to the problems they were having. "We just kept rebooting the server to fix the problems. And that only worked part of the time," said Boshers. By shrinking the time and effort required for administering its servers, Simplify Printing gave Blue Plate's IT team the incentive and time to expand its Terminal Server environment – just in time to support the company's recent opening of a new facility in Chicago from which employees will access Eatec and other mission critical applications to support the business.

From the beginning, Blue Plate has placed the highest standards on customer service, which has made them one of the most respected and innovative catering and event planning operations in the country. And with that in mind, they must have complete control over the infrastructure used to achieve success and uphold their reputation. With a recent purchase of the entire triCerat Simplify Suite, they've invested in Day Zero Protection, the proactive approach to ending problems before they begin. Now, more than ever, Blue Plate can trust that its Terminal Server infrastructure will continue to support the firm's incredible success.

#### Try Us Out!

Visit our Website at [tricerat.com](http://tricerat.com) or feel free to call us with any questions at our US toll-free number: **1 800.582.5167**

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