

CASE STUDY



The Customer

KDDI Corporation is one of the largest telecom providers based in Japan and is ranked in the Fortune 500 list. They provide network solutions and quality Information and Communications Technology (ICT) services to companies across the globe.

The Situation

A leading Japanese logistics company faced debilitating printing problems and came to KDDI for assistance with not only a proper printing solution but for the design, implementation, and installation of a centralized RDS project. Several printer-related problems created a serious productivity problem in the office, the majority of which were associated with printer drivers:

- Long print jobs
- Server crashes
- Print spooler crashes
- Print jobs getting stuck in the spooling process
- Constantly restarting the print spooler on print server and Terminal Server in order to print

Problems also arose when printers were deleted during logout and the default printer was lost upon login. In addition, when printers were not deleted during logout, old printers remained in the user profiles. Printer assignments were also tedious and time consuming with multiple branches, departments, and floors with varying printing requirements.

The Road to a Solution

KDDI was thorough in testing and comparing a few different solutions. Simplify Printing and a competitive product were able to resolve stability issues and properly manage printer drivers, but Simplify Printing went above and beyond in a few ways.

- Simplify Printing offered greater bandwidth reduction.
- Simplify Printing offered a tool that allowed users to manage their printers based on a list of system administrator approved printers. This also provided an option for users to store their default printer in a central database, which simplified management for the sys admin and provided greater flexibility and ease-of-use for the employee.
- Printer assignment management was simplified through the intuitive Simplify Console, which connects to the Active Directory in combination with a central database. "A clever inheritance structure assigns 'allowed' and 'as-signed' printers on a group and user level simultaneously," said KDDI project team member, Nico van der Stok.

Ultimately the decision was clear and KDDI proceeded with Simplify Printing.



Tech Specs

- 9 Terminal Servers with plans to expand to 50 servers
- XenApp 5 on Windows 2008 x64
- Approximately 1,500 users across several European branches

The Problem

- Long print jobs
- Server crashes
- Print spooler crashes
- Restarting print spooler
- Print jobs stuck in spooling process

"triCerat offers a fully functional trial version to ensure the product works for you. I would strongly recommend giving it a try." — Nico van der Stok, Project Team Member

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The End Result

Installing Simplify Printing was "straightforward" and the only issue that arose was handled quickly and easily by triCer- at's top-notch support team. Setting up the assignments was simple, consisting of importing the printers and using the Simplify Console to drag and drop printers into groups and/or users as needed.

Before implementation, end users called the helpdesk department with printing problems on a daily basis. After imple- mentation these issues disappeared, greatly reducing the stress load on helpdesk and increasing overall workforce productivity.

Words of Wisdom

Microsoft and Citrix have solid print solutions for simple environments, but "if you work with a centralized RDS environ- ment and your company has various printer brands spread over several locations, you will face printer issues. Simplify Printing not only resolves printer driver, bandwidth, and server stability issues, it provides a reliable and easy-to-use printer management system," stated van der Stok.

Simplify Printing in a Terminal Server Environment

