

# CASE STUDY

## Kontorsplatsen



### The Customer

Kontorsplatsen Business Group AB is an application solution provider based in Sweden that specializes in terminal server solutions for small and mid-sized businesses. In addition, Kontorsplatsen provides consultancy and delivers value-added services such as bookkeeping, IP phone systems, and CRM applications.

### The Challenge

As a company dealing with external users, Kontorsplatsen needed to add each customer's printer driver to every one of their servers. This resulted in an overly complex and cluttered working environment, as well as being a time consuming and frustrating, trial and error process. There was an overwhelming amount of support calls. Preventing unauthorized use of the system also became a problem, as there was no easy method of viewing or limiting what customers had access to. Adding and customizing new applications to the server using the Active Directory and group policies was an irksome, 20-minute job that users found to be complicated and lengthy.

### The Solution

Within a week of installing Simplify Suite, print problems dropped significantly. This all but eliminated support calls, which allowed the technical engineers to focus on fine tuning server performance, further developing their hosting environment, and addressing other important projects. The productivity geared towards internal improvements was greatly enhanced as was customer satisfaction. By utilizing the console piece of the Suite in place of the Active Directory and group policies, auditing, evaluating, and restricting user actions became a simple task. Adding a new application and creating a secure desktop became a drag and drop, two minute job with the centralized Simplify console provided by Simplify Suite.

### The Return on Investment

After implementing triCerat's Simplify Suite to their Windows terminal servers, Kontorsplatsen's support calls decreased by 60% and their three full-time technical support employees decreased to one. Kontorsplatsen calculated that they will have made back their investment within the first year. Seeing how the benefits have affected their customers' ease of use, they find the investment in Simplify Suite all the more worth it.



### Customer's Specs:

- 5 Windows terminal servers, 6 Linux terminal servers, and 20 back end servers
- Customers located across Sweden working from remote locations
- 20 remote offices with 250 users, 150 concurrent
- Innumerable daily print requests

### Customer's Challenge:

- Overwhelming printing and print driver issues due to extensive remote user base
- Overload of support calls leading to misuse of technical engineer's time and energy
- Unlimited Start menu and application access by customers
- Inability to view and evaluate customer access to taboo applications

### Benefits Delivered by triCerat:

- Problem-free printing
- Elimination of individual print driver installation
- The ability to easily audit and limit customer access to restricted applications and the Start menu
- A faster work environment
- A marked increase in employee productivity

*"The new printer solutions installed work wonderfully."*

– Tomas Hedberg, Regional Manager, Primar Fastighetsförvaltning AB

*"It can't get any easier to work from home. I installed the triCerat client and was working within two minutes on my home computer."*

– Bjorn Hagman, CEO, Frontbilar AB