

# CASE STUDY

## Plus Dane Housing Group



### The Customer

Plus Dane Housing Group is a social landlord based in the north west of England with numerous locations in Merseyside and Cheshire, owning and managing about 15,000 homes within these areas and running with approximately 400 staff members.

As the Network Infrastructure Manager for Plus Dane Housing Group, Daniel O'Donnell, is the head of an ICT Team consisting of fourteen people and reports directly to the Group ICT Manager. He is responsible for the support and development of the core business systems and data network infrastructure of his enterprise, as well as for the six staff working within the technical support team who are crucial to the smooth operation of several areas within the organization.

### Environment Specs:

- 400 internal users, 90 remote users via Citrix
- Windows 2008 active directory with 60 servers
- 5 Citrix server PS 4 running 32-bit Windows 2003
- 6 server XenApp 4.5 running 32-bit Windows 2003
- soon to be running fully virtualized 64-bit Windows 2008 Citrix farm
- 2 server exchange family running 2007 SP1
- running an amalgam of Windows 2000/2003/2008 operating systems
- 1 legacy Unix purchase order system
- 1 Redhat Linux system running Contractor Plus
- environments primarily include XP and Vista
- applications most often used are custom design house management systems and MS Office

### The Challenge

Mr. O'Donnell and his team face an environment that is used by nearly 100 users that run free on their systems without any moderation and with no control over the hardware or printers they use. Plus Dane Housing Group found that Citrix's built-in tools did not provide an administrator with the configurability necessary for successful print management and decided to use a third party solution. After choosing UniPrint's technology, Plus Dane Group discovered that UniPrint's software worked inconsistently and failed to solve many of their print problems, causing the helpdesk script to become complex and difficult to cope with. This alone forced staff to spend hundreds of hours making unnecessary trips to and from external sites and sitting in on support calls and onsite fixes to help disgruntled users. They even paid the consultant that sold them the solution to fix their problems. He could not.

Ultimately, untold time and money were wasted and the trust of team members was lost due to the very technology Dane Plus Group invested in to instil a smooth and efficient working experience. UniPrint's inability to solve their issues prompted a full review of their IT infrastructure, upon which triCerat was considered as a solution.



### Customer's Challenge:

- UniPrint is unable to provide effective print management
- Erratic array of inconsistent printing, resulting in:
  - Ten print-related support calls per week
  - 50% of which turned into an onsite visit
  - 350 hours per year at £45 per hour equals £15,750 wasted

### Benefits Delivered by Simplify Printing Bundle:

- Print jobs are executed quickly on the first try
  - No more failed print requests due to corrupted print drivers
  - Staff is able to attend to their primary tasks
  - Accompanying IT support is knowledgeable and friendly
  - Budget is substantially saved
- Ultimate result:** An effective, efficient, cost reducing print management solution

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### The Solution

triCerat's Simplify Printing Bundle was picked over other competitors after a successful demo convinced Dane Plus Group that the power delivered to admins would effectively solve their problems with software that proved easy to configure, use, and manage. Upon installation, Mr. O'Donnell and his team were pleased with how well the product installed and how competent and helpful triCerat's Support team was in walking them through the process. The Printing Bundle's ability to image a server results in "flawless functionality", building one server and smoothly rolling the image out to five other servers. This eliminated any major source of project delays and increased IT efficiency as they are able to work on important tasks and not writing process documents. "ThinPrint is unable to do this!" stated Daniel O'Donnell excitedly.

### The Return on Investment

Dane Plus Group feels confident about the return on investment that triCerat's Simplify Printing Bundle will be able to provide. The increased speed of deployment that triCerat's printing solution gives will automatically save their organization substantial money. IT can now concentrate on the projects originally set out for them and end users can experience perfect printing without ever having to think about it again. Not only will maintenance costs plummet, Dane Plus Housing Group can now better incorporate "green" business practices into their routine by cutting down noticeably on gas usage due to fewer onsite visits and lessen paper use by eradicating misprinted documents.

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