

# CASE STUDY

## ScrewDrivers in the Healthcare Industry



### The Customer

An organization working in the healthcare industry provides eligibility services to uninsured and under-insured patients by helping them navigate the complicated legal and insurance application process. Their Information Technology Manager not only monitors the EDI data and responses they receive from the state but works to find new ways to save funds through software development.

### The Challenge

This company operates by working inside a hospital's network and connecting remotely to a server within the organization. Through the process, they encountered problems getting the server-side printer drivers to connect to the desktop printer drivers. "We spent a lot of time rebooting servers and resetting the registry editor. We'd get 100 emails a month requesting a fix for this issue." The result was a company bogged down and distracted by an issue that broke down productivity and negatively affected business.

### The Solution

Amid a struggling economy, they were concerned about the costs of a print solution and whether it would be a worthwhile investment. However, triCerat offered not only a great product with ScrewDrivers, but a reasonable price that would solve the problem while remaining cost effective. Implementation was timely and simple once hospitals trusted the software to be installed in their environments.

### The Results

ScrewDrivers provided "a lower ticket volume for the IT department, which helped their morale since triCerat was doing most of the work." The presence of the software for end users was unnoticeable, except for the impact of a smooth printing experience as well as the number of print-related helpdesk queries dropping dramatically. "There have been no outstanding issues since implementation. The software just works as long as it is installed properly. We've had no problems whatsoever."

### Customer Specs

- Healthcare industry using industry specific applications
  - Filemaker
  - BizConnect
- 250 employees
- 2 Terminal Servers
- 5 Virtual Machines
- Server 2008 R2 Client

### The Problem

Printer driver compatibility problems that were time consuming for both system administrators and end users.

### The Simple Solution

ScrewDrivers eradicated the issue without breaking the bank.

*"triCerat becomes that extra IT guy you've been looking for in the department to help pick up the slack. ScrewDrivers is a great solution for all printer issues!"*

– Information Technology Manager