

CASE STUDY

Sabra Systems



The Customer

Sabra Systems is an information and communication technology company based in the Netherlands that has successfully focused on ASP solutions. With two data centers, multiple servers, and hundreds of clients, it is crucial that printing be a simple and matter-of-fact task that works seamlessly every time.

The Challenge

One of the biggest challenges to being successful in the ASP market is figuring out how to maximize the number of users per server while minimalizing system administration costs. Sabra Systems used the standard Microsoft printing solution, which proved problematic. Print jobs led to system crashes, network utilization sky rocketed to 200MB from 100KB PDFs, and print requests often took 15 minutes or never appeared at all. Security was also becoming a concern when print jobs were routed to the incorrect users' printers.



Customer's Environment:

- 2 data centers
- 500 client companies
- 6 Windows 2003 and 2008 Servers

Choosing the Smartest Option: Test and Evaluate

After deciding to look into a third party solution, Sabra narrowed it down to triCerat's ScrewDrivers and one other competitive printing solution. The factors determining Sabra's decision were software reliability, easy of use, print speed and quality, decreased bandwidth use, and improved time management.

ScrewDrivers was Sabra's definitive choice for several reasons:

- The software itself is extremely stable. "You can install it and forget about it!"
- Print jobs are fast. "The document comes out on the client's printer immediately."
- ScrewDrivers offers useful settings on the client side.
- "Bandwidth usage on the dataline is very low."
- Printing became reliable. "Print jobs that weren't printed correctly with the competitor software came out problem free with ScrewDrivers."
- A minimized system load on Terminal Servers allowed more users on each server.
- Proved to be a great time saver for system administrators who no longer have to continuously install and maintain printer drivers.
- Encountered far fewer corruption problems.
- End user support is greatly reduced.

"triCerat's solution is superior to other printing solutions, saving our company about €20,000 in support costs."

– Walter Van De Horst, CEO, Sabra Systems