

# CASE STUDY

T.D. Williamson, Inc



## The Customer

T.D. Williamson, Inc. (TDW) was founded in Tulsa, Oklahoma in 1920 as an electrical contracting firm serving the emerging petroleum industry. Today, TDW is a leading provider of pipeline products and services worldwide for operators of pressurized pipelines.

## The Challenge

### Avoiding Printing Problems

As it was rolling out MetaFrame XP, T.D. Williamson's IT department discovered that a range of advanced printing features were not working in its test environment. Looking into the problem, Mark Landin, System Administrator, T.D. Williamson, found terminal services-related printing problems were widespread and well documented – and the new printers TDW was about to implement were among those with known issues. Citrix's universal print driver was short on functionality and rejected as an option, as was installing, testing, and supporting print drivers on TDW's servers.

### No Drivers, Full Functionality

Simplify Printing was selected as the ideal solution for TDW's printing problems. It eliminated the need for installing and supporting print drivers on servers, and lets end users print with full functionality from any printer.

Simplify Printing was installed with minimal effort on TDW's servers. The product incorporates a client-side application (DLL) that is easily installed by users. Once installed, Simplify Printing works seamlessly, establishing an on-demand relationship between a user's workstation and the terminal server.

When TDW personnel launch MetaFrame sessions, the Simplify Printing client sends information about the locally installed print drivers and settings to the terminal server, creating a virtual printer driver with all the appropriate settings.



## Who is T.D. W?

One of America's leading providers of pipeline products and services

## Customer's Challenge:

- Avoid printing problems before they begin
- Ensure successful rollout of Citrix MetaFrame XP
- Reduce support costs

## Benefits Delivered by triCerati:

- Time savings – no server-side driver install, testing, updates, and maintenance
- Cost savings – by eliminating printer support calls
- Enhanced productivity – no downtime due to printing problems

*"When we started planning our MetaFrame deployment, we became concerned about the cost and effort required for resolving printing problems associated with using the native Citrix and Windows printing tools. Simplify Printing saved us a lot of time and trouble. Our admins are happy, the Help Desk is happy, the accountants are happy, and most important, the users are happy."*

– Mark Landin, System Administrator, TDW

# CASE STUDY

T.D. Williamson, Inc



This ensures successful printing, regardless of printer – eliminating user frustration, lost productivity, and printer support calls. Furthermore, because Simplify Printing does not install drivers on the server, TDW avoids the time and expense of driver installs, testing, and updates – as well as server performance and stability problems associated with badly-written drivers.

As TDW considers expanding its MetaFrame deployment the benefits of Simplify Printing become even more compelling. Discussing the company's plans to expand MetaFrame to its overseas offices, Landin observed, "It'll be nice not to have to deal with printing problems in different countries and continents."

## The Day Zero™ Approach – Smart Business for TDW

By implementing Simplify Printing proactively, TDW cut the time and expense required for administering and supporting printing across its on-demand enterprise. It also enhances user satisfaction with IT, by keeping people focused on their jobs, rather than printing problems. When customers implement triCerat products proactively to prevent common printing, security, performance, and application management problems, they achieve Day Zero™ Protection – problems are solved before they begin. And as TDW has shown, problem avoidance is good business.

### Try Us Out!

Visit our Website at [tricerat.com](http://tricerat.com) or feel free to call us with any questions at our US toll-free number: **1 800.582.5167**

*"It'll be nice not to have to deal with printing problems in different countries and continents."*

– Mark Landin, System Administrator, TDW