

CASE STUDY

ScrewDrivers and VMware View



The Customer

One of the preeminent law firms in the Midwest with over 200 lawyers and 250 support staff spread out between four locations. To live up to their high standard of services, they must offer not only superior legal consultation but a smooth business experience for the firm and clients.

The Challenge

The firm's Network Analyst, encountered problems when using Citrix in a shared environment, one of which was consistently connecting to a user's personal printer at home. triCerat's ScrewDrivers was implemented and immediately solved the problem. However, after unrelated issues continued to arise, he decided it was time to look for a suitable remote access solution to replace Citrix.

After research and testing, VMware View was chosen as the new remote access environment. Installing View positively impacted the company because a majority of their workforce could now work remotely from home or a client site. However, such a shift in corporate culture indicated an immediate change to the hard cost associated with poor remote printing capabilities. Due to ScrewDrivers' success in the Citrix environment, he was eager to try it out with View.

The Solution

After installing ScrewDrivers in the VMware View environment, he said that employees went from "having major problems with printing to almost no issues to speak of. I was able to follow the installation PDF, configure it for our environment, configure the server-based licensing (which was also incredibly easy), and be up and running in about an hour." He was able to install the ScrewDrivers server piece directly into the template that View Manager uses to clone from, so user impact was non-existent. Not only that, every virtual machine going out the door was ready to use ScrewDrivers. "Feedback has been good...it was the right product for the job. ScrewDrivers just plain works," he stated. "Our experience with the software has been very positive. Since installation in the template, we have not had to change or tweak anything with the software. Also, installation into the virtual machines created before we bought ScrewDrivers has gone well on an as-needed basis. I was able to make some simple instructions for the Help Desk, and they can handle those ad-hoc installs easily."

"The overall effect on our organization has been that we don't have to think about printing when in a remote environment."

We Couldn't Say It Better: In Hindsight

When asked what he would tell someone facing similar print challenges, he had many helpful observations. "It can be done without ScrewDrivers, but I wouldn't recommend it. The price of the software pales in comparison to the time and resources you'll spend trying to get remote printing to work manually. I consider myself fairly technical and I had to tinker for over 30 minutes to get my HP Deskjet All-In-One to work correctly on my VM. This involved downloading and installing the HP printer software, configuring the printer, then configuring the printer using VMware's print technology. Only at that point was I able to print and even then it wasn't consistent when I logged in and out of my VM. triCerat thought of it first and they do it best."

Customer's Environment:

- Med/large law firm
- Roughly 450 users
- 4 locations
- 30 VMware hosts(physical)
- Roughly 130 server VMs
- 370+ XP VMs running with VMware View Manager 4.0
- Roughly 10 physical non-VMware servers
- Primarily Microsoft Windows environment
- Over 100 legal specific applications
- 24x7 business

"ScrewDrivers just works. Set it and forget it." – Network Analyst, Large Law Firm in Midwest

keep it simple