

CASE STUDY

West Tennessee Healthcare Secures and Streamlines Printing with ScrewDrivers®

Partnering with Tricerat and Silex Data Solutions, WTH deployed ScrewDrivers®, a secure, high-availability print management solution that took printing speeds from 1.5 minutes to just seconds and consolidated print servers from 6 to 2.

About West Tennessee Healthcare

West Tennessee Healthcare (WTH) has been a trusted not-for-profit healthcare provider since 1950, committed to delivering efficient, secure patient care. Its IT team plays a crucial role in maintaining operational excellence, requiring high-performance, HIPAA-compliant IT solutions.

The Challenges





WTH serves over 500,000 patients across 9,000 square miles and faced critical inefficiencies in its print management infrastructure, impacting security, patient care, and IT operations.

Despite previous investments in third-party solutions, print volume surged, straining legacy servers, security policies, and IT resources. The organization continued to waste IT man hours due to manual troubleshooting, printer misassignments, recurring failures, and high print queue failure rates, delaying patient discharges and increasing IT workload.






1. Fragmented Print Infrastructure & High IT Overhead

WTH managed 700+ printers across six separate print servers, creating admin bottlenecks and system instability. The decentralized infrastructure required constant manual oversight, leading to frequent print queue crashes, inconsistent printer assignments, and licensing issues.

Specs

-  Epic EHR, VMware VDI, Wyse Terminals
-  8 hospitals, 90+ locations
-  7,500+ end users and 900+ printers
-  Need for high availability and HIPAA compliant printing

Benefits

-  Reduced print server footprint from 6 to 2
-  Introduced high-availability and disaster recovery printing
-  Role based permissions and granular access control for HIPAA compliance
-  Enabled future readiness for cloud-based migrations
-  Reduced print jobs from 1.5 minutes to seconds



No one on the IT team has to ever look at print servers anymore.

Managing printers across 8 hospitals and clinics resulted in delays in printer provisioning and increased support tickets for a 15-person Helpdesk team.

2. Security and Compliance Concerns

As a HIPAA-compliant healthcare organization, WTH required granular print access control to prevent unauthorized printing of sensitive patient records while ensuring availability for mission-critical workflows. However, their existing system lacked role-based permissions, allowing helpdesk and PC technicians unrestricted access to print management settings, increasing the risk of misassigned printers and potential data leaks.

3. Poor End User Experience and IT Burden

Print job delays of up to 1.5 minutes significantly impacted patient discharge times and clinical workflow efficiency. System-wide, these inefficiencies resulted in significant wasted wait-time across the organization each week, forcing IT to dedicate resources to troubleshooting slow print performance, broken printer assignments, misrouted documents and failed bulk printer imports.

4. Need for High Availability and Redundancy

Without high-availability (HA) licensing, print queues frequently crashed, disrupting clinical workflows and delaying patient discharges. Licensing mismatches and queue failures required manual resets, adding IT overhead. WTH also sought a scalable licensing model to accommodate expansion, including ChromeOS support, which required hostname-based printer assignments for security and stability.

Results



Decreased IT burden

The time IT staff spent managing printers was drastically reduced. With the administrative console, tasks that once required significant manual effort were completed in seconds.



Fortified Print Infrastructure

ScrewDrivers® enabled WTH to consolidate print servers from six to two, greatly simplifying server management.



Enhanced End User Experience, Immediate ROI

Print job times were reduced significantly improving workflow efficiency. Faster document availability allowed doctors and nurses to discharge patients more quickly, improving end user and patient satisfaction.



“[ScrewDrivers] is literally drag over and drop it. Okay? Cool.”

The Solution

WTH partnered with Tricerat and Silex Data Solutions to deploy ScrewDrivers®, a comprehensive print management solution designed for complex healthcare environments. ScrewDrivers® addressed WTH’s challenges with:

1. Consolidated Print Servers

ScrewDrivers® provided a single admin console to manage, deploy, and assign printers across WTH’s hybrid environment. By consolidating print servers from six to two, IT gained greater visibility and control while reducing print queue crashes and overhead.

2. Secure, High-Availability Printing

Tricerat deployed a high-availability (HA) licensing model to eliminate downtime, meeting WTH’s compliance and security requirements.

Secure print release features restricted sensitive print jobs to authorized personnel, preventing unauthorized access.

3. Role-based Access Control

The solution’s drag-and-drop interface allowed IT to quickly assign and manage printers. With role-based access controls, helpdesk and PC techs could securely assign printers without needing full admin privileges.

4. Seamless Omnisia Integration

ScrewDrivers® ensured consistent driver mapping and compatibility within non-persistent VDI desktops, preventing printer loss after user logouts and ensuring correct tray selection and formatting.

5. Rapid Deployment and ROI

ScrewDrivers® was deployed within 2 weeks, immediately resulting in fewer support tickets, faster patient discharges, and optimized print workflows.



**Learn more about how Tricerat
and Silex can help you!**

[Watch ScrewDrivers Demo](#)