BITS DATA

ScrewDrivers® Pro leads to 70% return on investment (ROI) since being implemented by BITS DATA. 100% ROI estimated within 18 months.

The Situation

BITS DATA provides IT solutions for areas such as applications, communication, support, and development for the Swedish authorized dealers of Scania, VW, Audi, SEAT, Skoda, and Porsche. BITS DATA works closely in conjunction with general agents Scania Sverige and Volkswagen Group Sverige. Scania Sverige and the dealers are the owners of BITS DATA through a dealer union, SVA. The work executed by BITS DATA is built on solid knowledge of their clients' business processes and business goals. They work with the implementation, development, and installation of critical business systems and provide end user support. In addition, they also provide integration and a user interface between a large number of applications.

The Challenge

With a staggering 60,000 print jobs per day per server being executed at BITS DATA, the printing problems encountered on a daily basis had a pervasive influence over their customers which ultimately affected their customer's end user. This resulted in a distressful and damaging domino effect as BITS DATA failed to provide customer receipts and were unable to accomplish simple tasks such as printing out work orders to a customer's mechanic. Consequently, printing issues required substantial time and effort from the support, maintenance, and product development teams on a day-to-day basis. This proved to be crippling to the business financially and to the employees all struggling to meet the needs of a finicky printing system while satisfying their demanding customer base.

Specs

- 4,00 users
- 60,000 print jobs per day
- 144 Citrix servers applications

Benefits

- Faster logon times
- Better end user experience
- Reduced support effort and cost

tricerat

The Solution

Prior to Tricerat, BITS DATA created solutions that patched up printing problems temporarily. However, they were never completely reliable and the print irregularities and failures always reappeared, demoralizing staff and administrators alike. Immediately after installing Tricerat's ScrewDrivers Pro for 32-bit servers (bought in conjunction with one year of maintenance and support), printing-related issues decreased instantly by approximately 70%. Due to these encouraging results, BITS DATA has high hopes of increasing that percentage significantly. With ScrewDrivers Pro in place, service goals can now be obtained with less effort and the support, maintenance, and product development departments can spend their time in the areas that actually need attention, saving time, energy, and resources.

> *It's like having a completely new environment. That's how much more stable we've been since Tricerat's ScrewDrivers was installed.*
>
> *- Systems Admin*

> *Managing printers has never been easier. It just works.*
>
> *- Thorbjörn Spångberg, Citrix Architect*

The Results

BITS DATA already calculates a 70% return on investment since their implementation of ScrewDrivers Pro and estimates an 18 month window for a 100% ROI. The increase in employee productivity has markedly improved and morale will further rise once it's realized that Tricerat's solution isn't just another temporary fix.

⊕ tricerat