Centers for Dialysis Care

ScrewDrivers® greatly simplifies enterprise print management, keeping staff and patients healthy and happy.

The Situation

For 40 years, Centers for Dialysis Care (CDC) has been a leading innovator and non-profit independent provider of outstanding patient-focused dialysis treatment, education, support, and training. They pride themselves on the highest quality standard of care for their patients, and their mission is to attend to every detail of a patient's treatment with care and precision. The CDC, as an independent healthcare provider, is a rapidly growing organization that relies on collaboration between physicians, providers, insurance companies, and patients. The company relies on its 3 print servers and a hybrid IT environment of Citrix and VMware to foster and allow for this collaboration between internal and external participants.

The Challenge

Prior to installing Tricerat's ScrewDrivers, CDC helpdesk and support staff were spending an inordinate amount of time tracking down and trying to solve a variety of printing issues. Many of the problems seemed to stem from a "ghost within the machines" - difficult to pinpoint, sometimes resolving and reappearing with no apparent reason, wasting lots of administrative hours and frustrating system admins and users alike. Standard, out of the box print drivers were not stable, with intermittent errors that moved all over the network, causing admins to waste valuable time on these drivers that should ideally just work without involvement. The company also desired mobile printing, since staff tended to migrate between offices.

Specs

- 30+ locations
- 700+ users
- 3 Print servers

Benefits

- Stablized print environment
- Rapid ROI
- Streamlined driver management

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Problem Solved

The Solution

In consultation with Tricerat's printing experts, CDC decided that a mix of solutions was right for their unique printing and environment. The ScrewDrivers solution package was chosen in order to eliminate print driver issues and allow CDC staff to print from any location to any printer and to make mobile printing a reality for all their users.

> " *Tricerat software has greatly simplified the management of printing in our Citrix environment.*
>
> - Director of Information Services, CDC

The Results

After installation, print driver issues and instability were completely resolved. This results in significant time savings for the help desk support staff who no longer have to chase "ghost print errors" around the network. The mobile printing benefits now allow CDC staff to print from any of their chosen devices from any of the CDC offices, giving them the necessary flexibility to work from any of their over 30 locations when needed. The addition of Tricerat's software to their Citrix environment even resulted in unexpected benefits, such as the new ability to print directly from tablets. Another added bonus? Having Tricerat support staff on call for any issue. The Information Services department at CDC knows they can count on Tricerat support to pitch in and lend a hand should any issues arise in the future.

> " *The support we have received has always been very fast and professional. No software is perfect, but the quality of support really helps to make Tricerat stand out as a superior vendor.*
>
> - Director of Information Services, CDC

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