CountyWide IT Services

ScrewDrivers® eliminates printing issues with seamless implementation for CountyWide IT Services.

About CountyWide IT Services

CountyWide IT Services manages the IT infrastructure for National Health Service in Gloucestershire County, England and directly supports two hospitals sites.

The Situation

CountyWide IT Services had a very specific issue and needed to ensure that the correct printers were applied within a users' Citrix Virtual session when connecting from IGEL thin clients. They needed to ensure printers mapped into the users session changed on session connection/reconnection depending on the IGEL in which they had presented. ScrewDrivers offered a way to achieve this easily and efficiently while keeping the whole process transparent to the end user.

> " *ScrewDrivers did what it said on the tin! Allowing us to deliver a new working practice to improve user experience and patient care whilst maintaining simplicity for both users and technicians.*

- Matthew Benson, Solutions Architect at CountyWide IT Services

Specs

- 1,000+ end users
- IGEL Thin Clients
- Microsoft, Citrix, VMware, Workstation
- 12 print servers

Benefits

- Extremely Reliable
- Requires Little Maintenance
- Simple Printer Allocation
- Reduced Support Calls
- Improved User Experience

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Problem Solved

The Solution

Tricerat ScrewDrivers provided a perfect solution to the exact issue CountyWide IT Services was experiencing. Installation and integration could not have been more simple and effective.

> "This was perhaps one of the easiest software implementations I have completed. Installation, initial configuration, and ongoing configuration have been very easy to achieve with no issues encountered. Handover to BAU was also made a lot easier by the simplicity provided by the consoles to assign printers to users or devices.
>
> *- Matthew Benson, Solutions Architect at CountyWide IT Services*

> "Alongside fixing an important issue that allowed us to continue a "follow me" desktop rollout within two very busy ED Departments, we have been able to identify many other ways that ScrewDrivers could be used to ensure the correct printers are available to users.
>
> *- Matthew Benson, Solutions Architect at CountyWide IT Services*

The Results

CountyWide IT Services maintains around 2000 printers across two hospital sites, which causes several issues ensuring users have the correct printers available. ScrewDrivers allows us to better manage printer allocation, reducing support calls, and improving the user experience.

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