

# RDI Corporation

Tricerat eliminates printing issues for RDI Corporation, leading to fewer headaches for admins and overwhelming customer satisfaction.

## Specs

 500 end users

 30+ servers

## Benefits

 Eliminates print driver issues

 Simple implementation

 Extremely reliable

## About

RDI Corporation is a family-owned and operated team of service solutions committed to the relentless pursuit of the ultimate customer experience. Founded in 1978 in Cincinnati, OH, RDI continues to grow, with 11 domestic and near-shore locations and more than 3,500 in-house and work-from-home employees.

## The Situation

Many customers in hosted environments had issues printing through Citrix. There are customers that have to support specific printing features in their environment, such as duplex printing, check or envelope printing, or print jobs with department and/or accounting codes. Using Tricerat ScrewDrivers® made these complex printing functions easy to implement and manage.

## The Solution

Tricerat has allowed our clients to print seamlessly through the hosted service that we offer to them. It's a very simple implementation that works excellently and is extremely reliable once in place, and requires little maintenance.



***Tricerat relieves major headaches and allows us to offer our clients a great product that works every time.***

*- Josh Dzatkowicz, Sr. Systems Engineer at RDI Corporation*



***Using ScrewDrivers on the client and server, we were able to implement the requirements of the customer on their timeline and with very little, if any, additional configuration necessary.***

*- Josh Dzatkowicz, Sr. Systems Engineer at RDI Corporation*

## The Results

ScrewDrivers has made supporting printing in our environment much easier than it would have been otherwise. There is no worry about managing hundreds of different print driver models or versions, or fear of not supporting complex printing functions anymore. ScrewDrivers keeps the printing environment clean and running smooth.