tricerat®

Simplify Printing® saves Veolia from print management issues

VEOLIA

Industry
Resource Management

Product
Simplify Printing®

Specs
- 4,500 employees
- 80 locations
- Citrix XenApp

Summary
Tricerat worked with Veolia to resolve their print management issues in Citrix.

After partnering, collaboration resulted in:

- Secure and stable environment
- Ease of print management
- Better user experience

About Veolia Group

Veolia group is the global leader in optimized resource management. With over 163,000 employees worldwide, the Group designs and provides water, waste and energy management solutions that contribute to the sustainable development of communities and industries. Through its three complementary business activities, Veolia helps to develop access to resources, preserve available resources, and to replenish them. In 2016, the Veolia group supplied 100 million people with drinking water and 61 million people with wastewater service, produced 54 million megawatt hours of energy and converted 30 million metric tons of waste into new materials and energy. Veolia Environment (listed on Paris Euronext: VIE) recorded consolidated revenue of €24.39 billion in 2016.

The Situation

Veolia has relied on two centralized Citrix farms to handle the demands of 800-900 Veolia employees who currently use Windows®. Veolia is under tremendous pressure to quickly and continuously produce large-scale time- tables, fare calculations, and tickets for waiting customers. As a result, the company must have a precise, reliable, and continuously fast printing solution.

"If a robust and reliable Citrix Cloud printing solution is needed, Tricerat is the way to go. Its high flexibility and low administrative costs [make it] an ideal solution to support and manage administrative and operating costs."

-Director of IT, Veolia GmbH, Berlin

The Challenge

Veolia's server environment resides in a Citrix Presentation Server farm. Over the course of the year, plans are in place to replace it with a XenApp farm and an already productive XenApp farm with 45 servers. Veolia recognized that it needed to make changes to its printing processes in order to centralize them, make them easier to operate, improve reliability, provide real-time response, and prove cost effective to administer.

About Tricerat

At Tricerat, we believe IT admins should have more time to spend on strategic and meaningful company initiatives, rather than on mundane tasks.

Our mission is to simplify the lives of IT administrators through automating the everyday, routine tasks associated with managing a trouble free user experience.

We accomplish this by delivering dependable, easy to use software tools along with personalized, world class support and service.

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The Evaluation

Although Veolia initially evaluated Tricerat's Simplify Printing®, the company decided to shift to a competing solution produced by a local provider because it thought it could improve on the cost benefits. Unfortunately, simple operations of the competing product such as replacing a printer, took extended periods of time (more than a half hour for administrative adjustments compared to two minutes with Simplify Printing) and required an IT specialist as opposed to simple oversight by a level 1 help desk agent.

The Solution

With Simplify Printing, the large volume handled by Veolia's printing processes is compressed, organized, and distributed over about 60 print servers using Tricerat's management console to centralize operations. In addition, about 10 percent of users are working in small shops, printing with the Tricerat's ScrewDrivers® software. Simplify Printing provided the high degree of flexibility and low level of administrative time spent on the entire print management infrastructure that Veolia wanted. "It is a perfect solution that keeps support and administrative costs at a manageable level," says Director of IT for Veolia Verkehr GmbH. "If you are looking for a reliable and robust Citrix cloud printing solution, Tricerat is your choice. Changing to a competitor cost us both time and money. If you have a similar task, I suggest you find out what options Tricerat has available before you invest your money in failed pseudo-solutions."