

# Attorneys' Title Guaranty Fund

Attorneys' Title Guaranty Fund, Inc. solves print management headaches with ScrewDrivers®, saving time and reducing complexities in RDP.

## About Attorneys' Title Guaranty Fund

Attorneys' Title Guaranty Fund, Inc., (ATG®) is a title insurance underwriter that offers ease of use, superior service, and a 50+ year history of supporting lawyers. Their team provides title insurance and related services to homebuyers and lenders through a network of thousands of lawyer-agents in Illinois, Wisconsin, and Michigan. In addition to the core business, they offer other services through subsidiary companies.




## The Situation

Almost right at the deployment of their environment, the IT team enlisted Tricerat to assist with their print management issues. Because their team is ultimately responsible for providing support for a suite of applications hosted on their RDP server farm, it was their job to improve print management for their internal and external customers.





## The Challenge

A part of ATG's core mission is to provide its agents with the highest level of support and services. While ATG had an excellent service offering to its customer base, it lacked in a positive printing user experience and was wasting a ton of overhead time managing printers in their RDP environment.

## Specs

-  190 end users
-  Microsoft RDP Environment
-  19 print servers

## Benefits

-  Reduced RDP complexity
-  Improved user satisfaction
-  Simplified printer deployment and setup
-  Reduced support effort and cost



## Problem Solved

### The Solution

The Tricerat team worked immediately with ATG's Information Security Officer to better understand the specific challenges his team was facing. After discovery, we learned that their biggest pain point was supporting different device types and drivers for external customers connecting into their RDP environment.

ATG's Information Security Officer describes the proof of concept and install process as, "pretty straight forward, once the software is installed on the servers we provide a web link to install the software on the customer's client computer and assist with the configuration."

*"Their universal print driver is the only solution that we have been able to find that eliminates the need for my staff to install drivers and that saves time and reduces complexity."*

*- Information Security Officer, ATG*

*"We have been customers of Tricerat for many years and have been using ScrewDrivers to help us manage our RDP printing environment almost from the beginning."*

*- Information Security Officer, ATG*

### The Results

Once ScrewDrivers was installed, ATG's problems resolved immediately. ScrewDrivers is described by their team as, "mitigating much of the support issues without us having to install multiple print drivers of various types on all of our servers. We have saved countless hours by utilizing [Tricerat's] software to facilitate printing."

With a simple install and POC process, Tricerat is happy to say that the team at ATG delivers on their mission to provide exceptional support to their internal and external customer base. Ultimately, the Tricerat team was able to leverage our patented universal print driver to provide instantaneous relief to ATG's users and support teams.