Center for Urban Community Services

ScrewDrivers® eliminates printing issues and simplifies print management for CUCS in their Citrix environment.

About Center for Urban Community Services

Founded in 1979 in New York City, Center for Urban Community Services (CUCS) is an independent non-profit organization whose mission is to provide vulnerable people with housing, mental health programs, and social services for rebuilding their lives and families. Situated at a cross section linking health, housing, and social services together, CUCS plays a vital role in helping individuals and families in their community rise above poverty and exit homelessness.

The Situation

CUCS utilizes Citrix Virtual Apps in their IT environment. Prior to XenApp 7, CUCS used the Citrix Universal Print Driver (UPD) for assigning printers using Desktop Authority. The IT Systems Manager for all systems and networks says printing in XenApp 7 was reliable, but time consuming: "Printers were assigned correctly via policy, however there were hundreds of policies and they were next to impossible to maintain." When changes needed to be made, IT staff had to sift through hundreds of rules and policies to find where to make necessary changes. Despite having reliable policies, when they hit the print button, more often than not, nothing came out.

Specs

- 38 years in business
- 500 employees
- Citrix environment

Benefits

- All Citrix UPD problems were eliminated
- Server optimization by eliminating print drivers
- Streamlined enterprise print management

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Problem Solved

The Challenge

Managing hundreds of policies was a logistical nightmare for the IT department. However, things reached a critical mass with the release of XenApp 7. This upgrade caused a massive upheaval in CUCS's complicated print environment, breaking printing entirely. According to the IT Systems Manager, what was once just hassle, "became an emergency."

The Solution

To enable printing in XenApp 7, CUCS knew they needed a quick, seamless solution that fit into their existing environment. In fact, CUCS had to suspend the rollout of XenApp 7 until Tricerat was in place. After finding Tricerat's ScrewDrivers, they "installed it, set up printer assignments in the console and it all just worked" reports the IT Systems Manager in charge of the deployment.

> " *Servers run a lot better without a ton of printer drivers installed, and there's no Citrix UPD crashing all the time.*
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> *- IT Systems Manager, CUCS*

> " *I think most organizations purchase Tricerat as a solution to printing woes. It is that, but it's also a very powerful printer management solution. It saves a lot of time and is so simple to use that just about all printer management tasks can be assigned to lower level admins.*
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> *- IT Systems Manager, CUCS*

The Results

ScrewDrivers turned out to be a blue-sky scenario solution. The software took care of their immediate problems, and gave the IT department true enterprise print management capabilities. With Simplify Printing, CUCS is able to complete changes in a fraction of the previous time and the lowest tier support now handles all print management tasks. All Citrix UPD problems were eliminated from their environment, with all makes and models of printers now fully operational. Because of Tricerat's ability to eliminate print drivers, server space is optimized and print driver management is a breeze.

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