



## First State Bank

ScrewDrivers® results in an 87% reduction in help desk calls, no more management of print drivers, and simplified printer deployment.

### About First State Bank

First State Bank is a community bank that opened in 1906 in Gothenburg, Nebraska. Now, with 8 locations throughout Central and Eastern Nebraska, First State Bank has 100 employees. They provide internet and telephone banking, traditional checking and savings accounts, home loans, traditional loans, insurance and investment services. First State Bank's IT team provides help desk support, oversees networking infrastructure, handles all server administration, and more. The team is also in charge of making sure their users can print sensitive documents for their customers such as signature cards, loan applications, statements, and mortgage documents.




### The Situation

First State Bank is primarily a VMware shop with 3 physical hosts that power 60 Virtual Machines. They have about 100 users in their environment, with a little less than half running Windows 7 PCs. The rest use zero clients that point to twelve Citrix Workspace servers, which deliver job-specific applications.




### The Challenge

Over the last couple of years, First State Bank has grown considerably, resulting in challenges with Citrix printing. The IT department began receiving support calls about drivers not loading properly, printers disappearing, lost default printer settings, and more. End users were extremely frustrated and rightfully so, as they needed to provide confidential documents to their clients in a timely manner. After spending many hours trying to remediate the issues, the IT team decided it was time to implement a printing solution that would make administration easier.

### Specs

-  100 end users
-  8 locations
-  60 VMs, 3 physical hosts

### Benefits

-  Reduction in help desk calls
-  Eliminated management of print drivers
-  Simplified printer deployment



## Problem Solved

### The Evaluation

Before researching a third-party solution, Nick and his team tried maximizing their current investment by using Citrix's built-in Universal Print Server (UPS) and Universal Print Driver (UPD). Unfortunately, they faced the same issues as mentioned before. Next, they completely redid their print server that was using Microsoft's Print Management. Without any resolve, they decided to look for a third-party solution.

*“After installing ScrewDrivers in less than an hour, Tricerat's support team walked our IT team through the configuration process and addressed questions quickly.*

*- IT Manager, First State Bank*

*“Give Tricerat's ScrewDrivers a shot and see how many hours you save on printing issues.*

*- IT Manager, First State Bank*

### The Results

After installing ScrewDrivers in less than an hour, Tricerat's support team walked the IT team through the configuration process addressed questions quickly. The end users at First State Bank were not impacted at all during the installation process. Since the install, ScrewDrivers has run without issues, and calls from end users have dropped 87%. Now, the bank spends considerably less time on printing issues and more time on important projects. Plus, end users are more productive and can now print consistently without issue.