

Health Benefits Company

Tricerat eliminates print issues, saving a leading U.S.

Health Benefits Company an estimated 37.5% of their IT admins' time.

Specs

 1,000 end users

 50+ servers

Benefits

 Efficient document printing

 Reduced support calls

 Time returned to IT admins

About


A leading health benefits company in the United States is dedicated to providing innovative and attentive healthcare approaches to the complex issues of aging. Their IT administrator oversees their entire Citrix environment and the infrastructure supporting their primary clinical application, NextGen.

The Situation

The company's IT admin is responsible for managing 30 Citrix servers and over 20 other servers that are used in other capacities, such as testing, development, and staging. There are approximately 1,000 users, including physicians, who run the NextGen EHR/EPM application. All users need to print prescriptions, reports, and letters to patients in an efficient and timely manner.

The Challenge

Running NextGen presented numerous printing problems within the organization's complex environment. Because of this, the company created a homegrown printing workaround, which eventually proved to be inefficient. Their solution involved a group policy object (GPO) and user profile management. With a rapidly growing user population, it became unmanageable. Print jobs were slow, and in some cases, users were waiting as long as 5 minutes for a document to print. The company calculated that they were losing thousands of dollars in wasted time each month. Knowing that it was a detriment to the company to be wasting valuable budget on printing issues, their IT admin sought after a solution.

 **Tricerat's ScrewDrivers® is a great solution for solving Citrix printing issues and will pay for itself quickly. We are confident it will scale as we grow.**

- IT Administrator, Leading U.S. Health Benefits Company

The Solution

After successfully testing Tricerat's software, the company implemented the software across the network to 1,000 users and 20 Citrix servers. Implementation was quick and included the installation of the ScrewDrivers client for their label printing. Label printing was known to be quite a challenge, but it became simple and fast with Tricerat's help. ScrewDrivers has allowed users to print much faster and has almost completely eliminated the company's profile management issues. After installation, the IT admin has received fewer help desk calls about print issues and logon problems. Their IT admin estimates that implementing ScrewDrivers has saved him about 15 hours per week--a total of 98 days per year! Overall, end users had a better experience because ScrewDrivers was so easy to use. There was an evident increase in user productivity, which allowed the IT admin to focus on other pressing projects for his team.

