

# District Wolfenbüttel

ScrewDrivers® increases efficiency for District Wolfenbüttel's remote environments.

## The Situation

As a public institution, the district of Wolfenbüttel handles many tasks. The district contains a population of 124,000, located in the state of Niedersachsen in Germany. Its mission is to keep the district running smoothly in all departments. Working in remote environments (Microsoft, Citrix, VMware) offers many benefits, such as centrally deploying applications and enterprise resources, or offering home office workstations. However, printing in such environments is often difficult and time-consuming because the physical printing devices are spread out in different locations, while the associated printer drivers need to communicate with the applications on the remote servers.

## The Challenge

Due to remote employees, home office workplaces, and scenarios, about 100 printer drivers of various brands and models are in operation in the District of Wolfenbüttel. This led to severe problems with operation and maintenance of the printer landscape for remote environments. One issue that came up frequently was with proprietary applications, which require static printer names and cannot handle session IDs in printer names. These names are typically given by universal print drivers from Citrix and Microsoft. This created problems for users who were trying to print from these apps because printing was either impossible, or required extra steps in order for the user to access the right printer.



Another problem for users was that printing and scanning processes took an excessively long time. There was a large variety of printers which were connected to different networks, making management difficult. These management difficulties created additional work for the help desk, and overburdened IT administrators and staff. The final issue for District Wolfenbüttel was that the universal print driver from Microsoft and Citrix only provided a limited range of functions. Access to the special functions of the printers, such as stapling, collating, stacking or Secure Print, were not supported.

## Specs

 791 employees

 Citrix Virtual Apps and Desktop

## Benefits

-  Reduction in help desk calls
-  Eliminated management of print drivers



## Problem Solved

### The Solution

Tricerat's ScrewDrivers solution made client-side printers available on terminal servers or virtual desktops automatically, without limiting functionality. With intelligent driver management and very high compression rates, the solution enabled hassle-free printing in Terminal Server environments and on virtual platforms. Jenter and the administrators of the district benefit from the ease of administration of printing, which allows quick and simple printer assignments. ScrewDrivers also helped to solve complicated problems with printer naming conventions, especially in connection with ERP solutions. The solution also gave users access to the advanced print features of printers, without requiring administrators to install and manage all original manufacturer printer drivers on the terminal servers or virtual desktops.

**“On a scale of 1-10, my referral rate for Tricerat is an incontrovertible 10...I am thrilled that all processes are uncomplicated and that support for further inquiries is always available.**

*- Andreas Fleischmann, Technical Director at Prianto*

**“After introducing ScrewDrivers software, the support tickets were reduced by 80%; problem cases hardly existed anymore.**

*- Andreas Jenter, Head of Information and Communication Technology*

### The Evaluation

After ScrewDrivers had been successfully in operation at District Wolfenbüttel County for several years, the IT team also evaluated the Tricerat ScrewDrivers solution, in order to enable scanning in RDP environments for field offices with low-bandwidth, such as vehicle registration. ScrewDrivers allows you to connect scanners with TWAIN drivers and pass locally installed scanners into the remote session. The Head of Information and Communication Technology, Andreas Jenter said, "With Tricerat ScrewDrivers and its built-in compression, we can radically reduce the scanning transfer rate, which dramatically increases speed. For each operation, the double-sided scanning of 10-15 pages previously took approximately eight minutes. With Tricerat, the time has been reduced to 40 seconds."