Veolia Group

ScrewDrivers® resolved Veolia Group's print management issues in Citrix and improved the overall user experience.

About Veolia Group

Veolia group is the global leader in optimized resource management. With over 163,000 employees worldwide, the Group designs and provides water, waste and energy management solutions that contribute to the sustainable development of communities and industries. Through its three complementary business activities, Veolia helps to develop access to resources, preserve available resources, and to replenish them. In 2016, the Veolia group supplied 100 million people with drinking water and 61 million people with wastewater service, produced 54 million megawatt hours of energy and converted 30 million metric tons of waste into new materials and energy. Veolia Environment (listed on Paris Euronext: VIE) recorded consolidated revenue of €24.39 billion in 2016.

Specs

👥 **4,500 end users**

▥ **80 locations**

Benefits

✓ **More secure environment**

✓ **Better user experience**

✓ **Ease of print management**

The Situation

Veolia has relied on two centralized Citrix farms to handle the demands of 800-900 Veolia employees who currently use Windows. Veolia is under tremendous pressure to quickly and continuously produce large-scale time- tables, fare calculations, and tickets for waiting customers. As a result, the company must have a precise, reliable, and continuously fast printing solution.

The Challenge

Veolia's server environment resides in a Citrix Presentation Server farm. Over the course of the year, plans are in place to replace it with a XenApp farm and an already productive XenApp farm with 45 servers. Veolia recognized that it needed to make changes to its printing processes in order to centralize them, make them easier to operate, improve reliability, provide real-time response, and prove cost effective to administer.

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Problem Solved

The Evaluation

Although Veolia initially evaluated Tricerat's ScrewDrivers, the company decided to shift to a competing solution produced by a local provider because it thought it could improve on the cost benefits. Unfortunately, simple operations of the competing product such as replacing a printer, took extended periods of time (more than a half hour for administrative adjustments compared to two minutes with ScrewDrivers) and required an IT specialist as opposed to simple oversight by a level 1 help desk agent.

> " *It is a perfect solution that keeps support and administrative costs at a manageable level.*
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> *- Director of IT, Veolia GmbH, Berlin*

> " *If a robust and reliable Citrix Cloud printing solution is needed, Tricerat is the way to go. Its high flexibility and low administrative costs [make it] an ideal solution to support and manage administrative and operating costs.*
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> *- Director of IT, Veolia GmbH, Berlin*

The Results

With ScrewDrivers, the large volume handled by Veolia's printing processes is compressed, organized, and distributed over about 60 print servers using Tricerat's management console to centralize operations. In addition, about 10 percent of users are working in small shops, printing with the Tricerat's ScrewDrivers® software. ScrewDrivers provided the high degree of flexibility and low level of administrative time spent on the entire print management infrastructure that Veolia wanted.

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