



Wizmo Cloud Services Provider

ScrewDrivers® reduces print issues and tickets for Wizmo while increasing staff productivity and customer satisfaction.

About Wizmo Cloud Services Provider

Wizmo is a team of cloud-computing experts. They've been helping software companies move their applications to the cloud since 2001. With their team of experts, they also manage the SaaS environment once the applications are transitioned. Their mission is to guide their customers through tricky technological and business challenges in the client-server migration process, and they put a large emphasis on sustainable success.



The Situation

The director of operations oversees the team that manages 65 print servers in a Microsoft RDP environment. This team is responsible for enhancing and maintaining a quality work process and customer environment, while reducing overhead and problems. Wizmo's team helps their customers stay productive, which means getting printer drivers aligned and assisting in troubleshooting printing speed issues.




The Challenge

Due to problematic printer drivers, the team faced major issues with slow speeds and odd GUI behavior. Redirected printing in their Microsoft RDP environment was a hassle, and large amounts of support efforts were directed at helping customers solve these printing issues. Not only were these issues costly to productivity and employee time, but it was also a huge hindrance for customers to not be able to print and work as they needed.

Specs

-  Microsoft RDP environment
-  65 print servers

Benefits

-  Reduction in print-related issues
-  Eliminated hassle in managing printer drivers
-  Improved end user experience



Problem Solved

The Solution

Wizmo's director of operations knew that their customers needed, "to be able to just print and work as needed," which meant he needed to find an enterprise print management solution that would work for his team and their customers.

Tricerat's ScrewDrivers was installed into Wizmo's environment and worked right away. They found that ScrewDrivers reduced the amount of print-related issues and the hassle of managing redirected printing in their large Microsoft RDP environment.

"We've cut down on the amount of printer related issues significantly, allowing our support staff and engineers to focus on other items.

- Director of Operation, Wizmo

"We've easily been able to identify the ROI on ScrewDrivers and will continue to leverage their benefit in the future.

- Director of Operation, Wizmo

The Results

The Wizmo team can now say that printing is no longer a time-consuming issue. The director of operations reports that, "the process was quite simple, we simply rolled the server-side installation out and provided customers with the client-side portion," and their printing issues were eliminated. Administrators of Wizmo's customers' domains could rapidly deploy to their environments, making the implementation seamless, efficient, and cost-effective.