



The mountain ist calling! steadyPRINT is finding its way to the Bernese Oberland



Gstaad Saanenland Tourismus introduces innovative printer management.

Facts.

Environment

-  Print servers: 1
- Printers: 50
- Users: >100
- Locations: 30

Problem

-  Assignment of network printers via Microsoft group policies - long login times, high support volume

Solution

-  steadyPRINT for a simplified management of printer assignments
-  Reduced login times
-  Mapping the organizational structure in a graphical management console
-  Intuitive management of the printer assignments for users
-  Minimum administrative effort

With the implementation of steadyPRINT, Gstaad Saanenland Tourismus and Bergbahnen Destination Gstaad AG have modernized their printing environment together with i-Community AG and thus reduced the administrative effort in this area to a minimum. The centralized management of the entire printing environment offers both companies a higher usability as well as the flexible provision of IT resources. Apart from administrators, especially the users will benefit from the software-based solution: Each user can now individually manage their own printer connections via an intuitive user interface – thanks to steadyPRINT, time-consuming group assignments, scripts and support calls on printer mappings are now things of the past.

Gstaad Saanenland Tourismus (GST) based in Gstaad in the Swiss canton of Berne is responsible for the marketing of a total of 10 chalet villages forming the holiday region Gstaad. The Gstaad brand today is synonymous with stylish charm and discreet understated luxury. Yet despite its style and class: Gstaad has remained truly Alpine and down-to-earth. It is proud of its tradition and lives and breathes it every day. Skiing, snowboarding and enjoyment up to 3,000 metres – 53 lifts make this possible and access a total of 220 kilometers of pistes, sled rides, snowparks and gorgeous hiking routes.

In order to maintain the communication between the numerous stations of the holiday region, it is indispensable, apart from the administrative organization, to ensure the proper functioning of the IT infrastructure. This also includes the interruption-free operation of all workstations, networks and servers ensuring a maximum availability. With its own IT department, the tourist organization is in a position to provide a stable infrastructure.

Simplified printer management for clearer structures.

In the past years, the IT infrastructure of the tourist organization was getting more and more complex which was primarily reflected in the management of more than 50 physical printers being used at nearly 30 locations. The printer management used until then provided an assignment of network printers via Microsoft group policies leading to extremely long client login times.

With a large part of the more than 100 users accessing thin clients via a terminal server, additionally required printers repeatedly caused error messages so that the administration had to be taken over by the administrators and not by the users themselves. These time-consuming and confusing processes represented a considerable administrative effort for the IT department.



"High support volume and laborious structures were the topics we had to face", remembers Adrian Naegeli, head of the IT department at Gstaad Saanenland Tourismus.

Having discussed this problem with i-Community AG, the long-standing IT partner of GST, the perfect solution was directly at hand: steadyPRINT, the software-based solution for the centralized management of printing environments. The IT manager could quickly convince himself of the possibilities and advantages: *"i-Community called our attention to this innovative product and it seemed as if steadyPRINT had exactly been developed for our needs",* Naegeli emphasizes. The printer handling for users should, for example, be simplified and the management of printer assignments via a comfortable user interface be introduced. steadyPRINT could meet both requirements and ensure an easy and intuitive administration of print servers and printers within the company.

Smooth and uncomplicated implementation.

After a short test period, the responsible persons were convinced of the product's functionality and in January 2015, the new software was implemented in an uncomplicated way. *"Due to the very clear and intuitive user interface, the software could be configured the same day without a long training phase",* says Marco Duschletta, Managing Director of i-Community AG, retrospectively. With steadyPRINT, the tourist organization now has an optimal management tool for its printing environment. The conclusion: Due to the fact that policies are no longer worked off but that this process is now automatically run in the background, the login process could be reduced from several minutes to a few seconds. As a result of the simple administration, the support requirements could be reduced to a minimum within just a few days – a benefit particularly for the administrators. Enormous advantages, however, are also offered to the users: No matter at which location the employees are or whether there is a change of location during a working day, the required printers are now automatically installed on the basis of the work center name without the administrator having to perform this process.

"Thanks to steadyPRINT, we can map our organizational structure in the printer administration either by location or building and modify, install or add printers in one step by using the Active Directory. Subsequently, the required users, computers or groups are assigned to these printers", Naegeli finally sums up the successful project realization and praises the new clarity not only for the administrator but above all for the user.



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steadyPRINT is the leading software for intuitive management of Microsoft printing environments of any size and enables secure and flexible printing as well as automated document management in each situation. The inventory, administration and monitoring of the entire printing environment are just as much a focus as the fail-safe operation and migration of print servers and printers, intelligent standard printer and driver management as well as numerous additional functions.

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