Textile dyes specialist equipped with innovative printer management.

Facts.

Environment
Print server: 1
Printers: 60
Employees: 200

Problem
Assignment of network printers manually or based on group policies leading to long login times

Solution
steadyPRINT for a clear and intuitive printer management

Reduction of login times

Mapping the organizational structure in the graphical management console

Intuitive administration of printer connections for users

Minimum administrational effort

With the implementation of steadyPRINT, the Swiss CHT Switzerland AG has modernized its printing environment and thus reduced the administrative effort in this area to a minimum. The management of the entire printer landscape now happens in the background and offers the company a higher usability as well as a flexible supply of IT resources. Apart from the administrators, the users in particular benefit from the software based solution: An intuitive user surface enables the user to manage all printer connections individually – thanks to steadyPRINT, complex manual assignments are now things of the past.

CHT Switzerland AG, with its headquarters in Montlingen in the St. Gallen Rhine Valley, was founded in 1971 and is the centre of excellence for dyes within the CHT Group. At this site a complete range of textile dyes is developed, produced and sold. The product portfolio comprises dyes, sales of various special chemicals of business fields Textile, Textile care, Construction & Assembly and General Industries. The company offers complete systems and supplements thus the product portfolio with various services along the complete value-added chain. Among others the laboratory and analytics service, the vast consulting and training services or the flexible logistics. More than 200 staff members supply and support customers worldwide with special chemicals and dyes.

In order to maintain such a complex company structure, it is indispensable, apart from the administrative organization, to ensure the proper functioning of the IT infrastructure, and not least to guarantee the interruption-free operation of all workstations, networks and servers and thus a maximum availability. With its own IT department, CHT Switzerland AG is in a position to react to the rapidly growing requirements within the company and to make a stable infrastructure available.

Simplified printer management for more economic efficiency.

In 2012, the Swiss company could prove its flexible approach to structural challenges when the limit of capacity in the area of printer administration was reached. The printer management used up to this point provided a network printer assignment which was realized partly manually and partly based on Microsoft and/or Citrix group policies which led to extremely long login times. Moreover, the users were continuously faced with the problem which printers should be connected in which way.

CHT
SMART CHEMISTRY WITH CHARACTER.

These different ways of handling caused maintenance-intensive and confusing processes combined with enormous administrative efforts for the IT department. „A lot of support requests, little structure and above all long login times were the topics we had to deal with", Peter Bossart, Head of IT at CHT Switzerland AG , remembers.

Therefore, the first contact with steadyPRINT, the software-based solution for the administration of printing environments, was an ideal opportunity for the IT manager to convince himself of the possibilities and advantages of the product. „A newsletter as well as the recommendation of a business partner drew our attention to the innovative product and it seemed as if steadyPRINT had exactly been developed for our needs", Bossart emphasizes. For example, the printer handling for users should be simplified, the management of printer assignments should be introduced via a comfortable user interface as well as a better overview by mapping the organizational structure to the printing environment should be guaranteed. steadyPRINT could meet all these requirements and ensure an easy and intuitive administration of the print servers as well as the 60 printers within the company.

Fast adaptation to new requirements.

The implementation of the new software took place in August 2012 and could be performed quickly and easily within half a day. "Due to the very clear and intuitive user interface, the software could be configured the same day without a long training phase", says the head of IT retrospectively. As the existing IT infrastructure was equipped with Citrix XenApp and Citrix Provisioning Server, the steadyPRINT Agents were installed into the Citrix XenApp environment and thus integrated and distributed in the shortest time possible. The locally needed Agents were assigned via Microsoft group policies.

The use of steadyPRINT now enables the Swiss chemical company to make an optimal administration tool available for the printing environment. The conclusion: Due to the fact that guidelines 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 substantially reduced within just a few days. Moreover, the user is now able to manage his own printers. „Thanks to steadyPRINT, we can map our organizational structure in the printer administration either by location, building and floor 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", Bossart finally sums up the successful project realization and praises the new clarity not only for the administrator but also for the users.
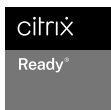
„**T**hanks to steadyPRINT, we can map our organizational structure in the printer administration either by location, building and floor."

Peter Bossart
Head of IT, CHT Switzerland AG

steadyPRINT®

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.

www.steadyprint.com

citrix
Ready®

Software
Bundesverband
IT-Mittelstand
Made in Germany

100%
Service
Qualität
Zukunft

SAP® Certified
Integration with SAP S/4HANA®

steadyPRINT | K-iS Systemhaus Unternehmensgruppe

www.steadyprint.com

sales@steadyprint.com

D-Siegen:	+49 271 31370-45
D-Simmern:	+49 6761 9321-45
D-Freiburg:	+49 7681 474098-0
D-Berlin:	+49 30 20005970-0
D-Kassel:	+49 5677 228999-0
CH-Basel:	+41 55 53610-26
AT-Salzburg:	+43 662 202299-3