



## Evangelical Church of Kurhessen-Waldeck from traditional to modern

### Facts.

#### Environment

Print servers:	2
Printers:	300
Locations:	100
Employees:	1,300
Computer workplaces:	1,200

#### Problem

- Increased support volume, laborious structures

#### Solution

- steadyPRINT VPD - reliable administration of print server and printers

#### Further advantages

- Hybrid Printer for smaller sites without print server
- Shorter login times
- Reduction of printer drivers
- Intuitive operability

The Evangelical Church of Kurhessen-Waldeck (EKKW) is one of 20 national churches of the Evangelical Church in Germany (EKD). Like all other national churches, the EKKW is a public corporation and is situated in Kassel. Since the German reunion, it is located in the geographical center of Germany: North and East Hesse are considered as the „ancestral homeland“ of the inhabitants of Kurhessen-Waldeck, but also the Thuringian city of Schmalkalden belongs to this area as well as the Kinzigtal extending from Schlüchtern to Hanau. And so it reaches all the way to Frankfurt in the Rhine-Main area.

About 800,000 evangelical Christians are living in the 630 congregations of the national church, most of them in rural areas. The stable structures of the popular church have been maintained there so far, meaning that the evangelical church is just part of the people's lives and leaving the church receives significantly less attention than in the metropolitan areas. In recent years reforms have given the church a new impetus: The middle level (deans) has received more competences and Kurhessen-Waldeck is setting accents in public relations: Whether promotional activities on the day of prayer and repentance, current internet offers or target group oriented PR campaigns, the church is directly approaching people and is actively strengthening its dialog with its members and critics.

### Innovative printer management for more efficiency

In order to support this new reform in a technical way, last year the national church decided to comprehensively restructure and modernize not only its IT infrastructure in general towards a Windows VDI solution, but also its printer management. By this point in time, several print servers with operating systems as of Microsoft Windows Server 2003 were available to approximately 1,300 users of the VDI solution with some 1,200 computer workplaces at about 100 locations. Some 300 printers were assigned via Citrix group policies. These time-consuming and complex processes were often leading to extremely long login times of the clients. Moreover, the administrators were responsible for the entire printer management with more than 100 printer drivers, representing an enormous effort for the IT department and leading to one or other printer failure.

*„An increased volume of support requests and laborious structures were the topics we had to cope with,“* Heiko Altmann, team leader Citrix within the national church of the EKKW remembers.

Having discussed the issue of printer management and especially the provision of printers on several occasions with Hans Guethe, account manager of the Siegen-based K-iS Systemhaus GmbH, the answer was clear: steadyPRINT, the software-based solution for the centralized administration of print environments from K-iS, the advantages and benefits of which the IT responsible could quickly be convinced of.

„Although we already knew steadyPRINT from many conversations, it seemed to be the right time to implement this innovative solution,” Heiko Altmann emphasizes. All printers should thus be migrated to a newly provided Microsoft Windows print server 2016 first before consolidating all existing print servers and printer drivers in a second step. The old print servers were cleaned out, so to speak, in order to achieve an increased computing power/performance as well as a flexible infrastructure on the new print server.

Moreover, the centralized administration of the printers should form the focus of the reform with the assignment by means of group policies being a thing of the past soon. steadyPRINT could meet all these prerequisites and guarantee a simple, intuitive and reliable management of the print server as well as all 300 printers within the company.

### Virtualization on the advance.

The new software could be implemented quickly and without any complications at the end of 2018. *„Due to the very clear and intuitively designed user interface it was possible to configure the software without the need for a long training period,”* Heiko Altmann says retrospectively.

With steadyPRINT the Evangelical Church of Kurhessen-Waldeck now has an innovative system at hand that has considerably simplified the processes surrounding the issue of printer management. Be it the classical use of Windows network printers, the provision of network printers via the Virtual Printer Driver (VPD) which makes the need of maintaining the drivers obsolete or the use of the Hybrid Printer for smaller branch offices without print server, the conclusion is simple: The login process was reduced from several minutes to just a few seconds as policies are no longer executed, but this process is now automatically performed in the background. The number of printer drivers was reduced through the comprehensive consolidation, which in turn has led to a faster and less complicated printer assignment. This simple management helped to reduce the support requirement to a minimum, from which especially the administrators benefit. However, there are also enormous advantages for the users: The more reliable printer performance helps to reduce the number of printer failures, the user satisfaction increases and the support requirement is significantly reduced.

*„Thanks to steadyPRINT we are now able to map our organizational structure within the printer administration by locations and to change, install or add printers in one step of work,”* Altmann sums up the successful realization of the project and finally praises the newly created clarity.



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Heiko Altmann, Team Leader Citrix  
National Church of the EKKW



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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