Perfect printer management
at Europe's largest provider of interior work.

Facts.

Environment 2017
- Print servers: 2
- Printers: 1,000
- Locations: 150
- Employees: 5,000
- PC-Workstations: 2,000

Update: Environment 2023
- Print servers: 9
- Printers: >1,200
- Locations: >180
- Employees: >6,200

Problem
- Smaller branch offices without own print server

Solution
- steadyPRINT Hybrid Printer: local IP printer incl. centralized management

Further advantages
- Automatic provision of printers when changing to another branch office

- Reduction of WAN traffic

- Minimal support effort

- Intuitive operability

Heinrich Schmid

The Heinrich Schmid company group was founded in 1914 in Reutlingen. With more than 5000 highly trained painters, fitters and service providers, it is represented at more than 140 locations in Germany, Austria and Switzerland as well as in France and Spain. The company has been run by the family for four generations and unites both tradition and innovation. As a trendsetter in customer-oriented skilled crafts and trades, the company group offers added value and best service from one source across all different trades.

Special project and construction management sites enable intelligently planned complete expansions by the close cooperation between architects, engineers, technicians and specialized providers of interior works. The company-owned management academy and HS Digital make Heinrich Schmid trendsetting and innovative when it comes to education and training offering career paths in crafts as well as IT solutions and networking on building sites. As a pioneer in education, Heinrich Schmid is fully committed to challenge and encourage young people - from their apprenticeship training to dual study programs all the way to the new dual high school.

Growth potential vs. support overload.

However, it's not only the construction sites that have to be equipped with innovative IT solutions. For the nearly 150 branch offices, digital communication and thus a smoothly running IT infrastructure is of the highest priority. In June 2016, in the process of preparing for Windows 10, the company's IT environment was updated. This way, the approximately 5,000 employees with nearly 2,000 computer workstations could be offered new solutions in various areas.

One area that has particularly benefited from the changeover is the printer management of the company that, parallel to the renewal of the IT infrastructure, was completely revised. In the past, the approximately 1,000 printers were shared by means of group policies in the terminal server environment and separately installed on the local end devices. Admittedly, this could have worked without any problems, especially since an external support team was responsible for the printer installation and the company owned IT department remained largely unaffected by the administrative effort.

However, in the course of time, the constant growth of the company resulted in more computer workstations and thus an enormous support overload.

In order to optimize the provision of printers, the printers that were installed on the end devices should also be provided via the print servers. But as some branch offices were struggling with low bandwidths and the internet connections were already working at full capacity, print jobs that were sent from the branch offices to the print server for processing and then back to the branch office could not be processed or only with a delay. Under these circumstances, the company's wish for a centralized printer management could not be realized.

Product development at its best.

It was exactly at this time when the IT managers at Heinrich Schmid Group, received a newsletter on the subject of „reliable printing" focussing on a product which seemed to offer the optimal solution: steadyPRINT, a software-based solution for the comfortable and flexible administration of printing environments developed by the Siegen-based K-iS Systemhaus Group. The newsletter reached the company just at the right moment and after thorough research, contact was taken up with the head of the K-iS development team - the foundation for a constructive and future-oriented collaboration was thus laid.

Both existing print servers and 1,000 printers should be reliably and centrally managed with steadyPRINT. However, since there was no specific solution at hand for the requirements Heinrich Schmid had due to the branch office problem, a new product was developed during the next months: the **steadyPRINT Hybrid Printer**. This solution allows printers in branch offices to be assigned as local IP printers with specific printer drivers and without manual access. Moreover, the fact that print jobs are directly processed on site and not sent to the print server first led to a reduction of the WAN traffic.

Directly following the product development, the roll out was started at the beginning of 2017 and the printers could be centrally configured in the steadyPRINT Center, the heart of the software. As a consequence, the printers no longer have to be installed by the external Heinrich Schmid support team. *„As soon as our employees change to another branch office, the printers are shared without any manual intervention. A considerable relief for all concerned"*, the IT managers praise the product, highlighting the intuitive operability and usability. After an introductory phase in which the steadyPRINT support team provided advice and assistance at any time, steadyPRINT has become an integral part of the Heinrich Schmid Group. Thanks to steadyPRINT, even the smallest branch offices are now able to print without problem. The support volume has been reduced to a minimum and users can assign printers themselves by drag & drop via a specifically developed web front end. After the successful project realization further steadyPRINT features are likely to be implemented in the near future.

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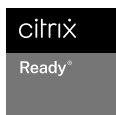
IT-Operations
Heinrich Schmid

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

Software
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