Central administration at the University of Siegen relies on intelligent printer management.

UNIVERSITÄT SIEGEN

"All in all, the administrative effort was considerably reduced by steadyPRINT. The work is now limited to the steadyPRINT Center and is clearly arranged and easier to plan."

Matthias Jochum, IT applications at the central university administration

The central administration at the University of Siegen has modernized its printing environment and is now centrally and reliably using steadyPRINT to manage two print servers and approximately 200 printers at five locations. After the displacement of the old and script-based solutions, the automatic distribution of the printer drivers is now more flexible and all users are assigned the next available local printer. In the graphic management console the facilities have been realized by a folder structure on several levels, thus reducing the administrative effort to a minimum.

With 16.800 students and almost 1.600 employees, the University of Siegen is one of the largest employers in the region. When ensuring the structure and function of such an educational establishment, the central university administration as a service provider with 200 workplaces spread across 5 locations is of essential significance. In order to guarantee a long-term performance of all administrative tasks within the seven departments, the continuous availability of the IT-infrastructure is of utmost importance.

However, the impairment of the availability due to, for example, failures in the printing environment might lead to considerable problems resulting in substantial damages. But not only do print server failures cause such problems, also the print server change to new operating systems is closely linked to a complex and time-consuming work.

Facts.

- 2 print servers (incl. reliability)
- 200 printers, spread across 5 locations
- Licensing: steadyPRINT Enterprise for central management and reliability
- Mapping of the company structure in the graphical management-console
- Installation of printer drivers with administrative user rights
- Minimal administrative effort

Previous solution has met its limits.

At the end of 2011, the central administration at the University of Siegen faced this challenge after the migration to the operating system Windows Server 2008 R2 had already taken place and a solution for the management of the printing environment had to be found. At that time, the script-based solutions of the new servers which were implemented in two fire protection zones could not be used any longer. The need for action was obvious. "We were aware of the fact that printing is essential for the work in our institution and that it is as important as the internet", remembers Matthias Jochum, the responsible project manager.

steadyPRINT®

Specific requirements to the organizational structure.

When searching for a solution that takes over the distribution of printer drivers in the background during the creation of printer connections and also offers a higher user-friendliness, steadyPRINT could convince the university officials of its possibilities. "Already the first presentation of the innovative product has impressed us", said Karsten Wermann, IT manager at the central university administration.

Right at the beginning of the project, the responsible management expressed the wish for a custom software. For example, all printers should be displayed and assigned in a recursive folder structure in order to clearly map the complete facilities. Moreover, a printer driver installation with administrative user rights, a location-based printer assignment working independently of department or organization and, last but not least, the reliability were important requirements to be implemented.

"It is rare, that customers are so close to the project development and able to cooperate directly with the responsible management."

Matthias Jochum

Outstanding reliability and competence.

The real implementation of the new software took place in December 2011 and could be realized including the function of reliability fast and easily in the course of a single morning. Now, the possibilities of two enterprise licenses provide the University of Siegen with an optimal management tool for its printing environment. Due to a permanent monitoring of the print servers, occurring problems can immediately be realized and solved. Moreover, a redundant print server guarantees a reliable printing environment, so that all users can print without interruption and work efficiently in case of a print server failure.

"All in all, the administrative effort was considerably reduced by steadyPRINT. The work is now limited to the steadyPRINT Center and is clearly arranged and easier to plan", states Jochum and commends the new overview of the complex printer landscape of the overall central university administration. Thus, the software meets all requirements.

The product is completed by a qualified support as well as a quick and reliable service. The responsible management of the University of Siegen was very satisfied with the project implementation: "It is rare that customers are so close to the project development and able to cooperate directly with the responsible management", Jochum summarizes the implementation and finally mentions: "I'm completely satisfied with the support and there is nothing left to be desired in terms of general service."

steadyPRINT is a software-based solution for the management of printer connections, the monitoring and inventory of the printing environment as well as the reliability of print servers. No matter whether you work with workstations, Thin Clients (irrespective of the operating system) or terminal server environments (Microsoft or Citrix), you require neither additional hardware, nor licenses. Moreover, steadyPRINT offers further features like the migration of print servers, a Client tool for the intuitive management of printer connections by users and many more. Due to a German and English surface, steadyPRINT can be used anywhere.

www.steadyprint.com