

# CASE STUDY

## BITS DATA



### The Customer

BITS DATA provides IT solutions for areas such as applications, communication, support, and development for the Swedish authorized dealers of Scania, VW, Audi, SEAT, Skoda, and Porsche. BITS DATA works closely in conjunction with general agents Scania Sverige and Volkswagen Group Sverige. Scania Sverige and the dealers are the owners of BITS DATA through a dealer union, SVA. The work executed by BITS DATA is built on solid knowledge of their clients' business processes and business goals. They work with the implementation, development, and installation of critical business systems and provide end user support. In addition, they also provide integration and a user interface between a large number of applications.

### The Challenge

With a staggering 60,000 print jobs per day per server being executed at BITS DATA, the printing problems encountered on a daily basis had an pervasive influence over their customers which ultimately affected their customer's end user. This resulted in a distressful and damaging domino effect as BITS DATA failed to provide customer receipts and were unable to accomplish simple tasks such as printing out work orders to a customer's mechanic. Consequently, printing issues required substantial time and effort from the support, maintenance, and product development teams on a day-to-day basis. This proved to be crippling to the business financially and to the employees all struggling to meet the needs of a finicky printing system while satisfying their demanding customer base.

## BITS DATA

### BITS DATA Specs

- 52 Employees
- 250 Workshops
- 4000 Users
- 144 Citrix Servers
- Applications accessed via Citrix Nfuse
- Local and remote printers
- 6 print servers
- 60,000 print jobs per day on each print server
- Most customers host their servers on BITS DATA's data center
- Multiple environments include Windows, Citrix, SQL Server, and AS/400

### Customer's Challenge:

- Extensive printing problems:
  - Unauthorized default printer changes
  - Print jobs came out in incorrect printer or tray
  - Sluggish print job
  - Failed print jobs due to corrupted printer drivers
  - Basic print jobs had to be rerun
- Slow logon due to the volume of printers added to the users profile

*"Managing Printers has never been easier, it just works"*

– Thorbjörn Spångberg, Citrix Architect, BITS DATA

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### The Solution

Prior to triCerat, BITS DATA created solutions that patched up printing problems temporarily. However, they were never completely reliable and the print irregularities and failures always reappeared, demoralizing staff and administrators alike. Immediately after installing triCerat's Simplify Printing Bundle for 32-bit servers (bought in conjunction with one year of triCare support and maintenance), printing-related issues decreased instantly by approximately 70%. Due to these encouraging results, BITS DATA has high hopes of increasing that percentage significantly. With the Simplify Printing Bundle in place, service goals can now be obtained with less effort and the support, maintenance, and product development departments can spend their time in the areas that actually need attention, saving time, energy, and resources.

### Benefits Delivered By Simplify Printing Bundle

- Print jobs are delivered to the correct printer and tray
- Printing requests are executed efficiently and without hassle
- No more failed print jobs due to corrupt printer drivers
- Faster logon time
- Noticeable increase in employee productivity

Ultimate results: A stabilized and reliable printing environment

### The Return on Investment

BITS DATA already calculates a 70% return on investment since their implementation of the Simplify Printing Bundle and estimates an 18 month window for a 100% ROI. The increase in employee productivity has markedly improved and morale will further rise once it's realized that triCerat's solution isn't just another temporary fix.

### Try Us Out!

Visit our Website at [tricerat.com](http://tricerat.com) or feel free to call us with any questions at our US toll-free number: **1 800.582.5167**

*"it's like having a completely new environment. That's how much more stable we've been since triCerat's Simplify Printing Bundle was installed."*

— System Administrators, BITS DATA