Customer study - Government Institution

With Cirrato One, this government organization can rely on printing to work at all times. Whenever or wherever it is required.

The customer is primarily responsible for healthcare and public transportation in the Eastern coast area of Sweden. It is a government-run institution with an administrative board that determines the policy for all organizations that are part of the council. Throughout the years, there have been changes to the way daily business operates in order to create more efficiency and to make sure the organization runs as smooth and effective as possible.

When it comes to providing services to the organizations involved, the way business operates is in a buyer-seller type setup. Our contact, who is the IT technician at the university hospital, explains: "The IT department gets the mission from the council. There is a central organization that buys IT functions from the IT department. And then the hospital has their own local IT resources that work 'out there'. Printing categorizes as part of IT functions."

There are a number of challenges in the hospital's print environment since they are printing both office type material as well as patient related material. The latter is strictly controlled by Swedish law and restricted in how it is supposed to be handled. Another challenge is print availability: if printing fails, it could be a hospital patient who is affected.

Reliability was a key requirement for the hospital and they sought a solution that would guarantee print availability. "I was recruited to the hospital because I had prior experience with Cirrato. The solution installed at the hospital was DPT. It was outdated and needed to be replaced. A number of print solutions were considered, but none other than Cirrato met the requirements."

Our contact came across Cirrato while still working for his former employer. "The reason I chose Cirrato back then was that we ran a Windows 7 project. We realized that we would have a dual platform environment consisting of both Win XP 32bit and Win7 64bit for a considerably long time. In order to prevent mounting costs linked to the added number of servers that we would have to configure in order to support a platform with multiple operating systems, we looked for another solution and found Cirrato.

The one server concept and the driver handling feature were the main reasons that I chose Cirrato. Later on, we also implemented the Cirrato pull print solution. Today, my former employer manages 1500 print queues with Cirrato and still uses pull print."

Facts & Figures

- 2,000 devices

- Cost savings for reduced number of print related helpdesk calls

- Independent survey concluded Cirrato reduces print stress factor for end users

- Complies with the Swedish law for patient data protection

Because of his positive experiences, our contact could strongly recommend Cirrato to the council in order to replace DPT. The decision was made to move forward with Cirrato and the deployment phase started. Our contact has installed Cirrato twice and both times the installation has been smooth. "The two large Cirrato installations that I have experience from, I have always started with adding the printers manually rather than running migration scripts. It has taken more time but the time spent in the beginning I have gotten in return in form of a clean, well performing print system, that is easier to handle when it comes to administration – I only have the actual drivers and printers in the system from day one. I don´t have to start by looking up if a printer object is actually used or not. No unused printers on my watch!"

"The first experience for the end-users has been positive. Less interruptions with printing has led to more efficient use of printers and has reduced stress. According to a survey made by Vasakronan, a facility company, which was conducted in 2014, printers come in at third place in the list of factors that cause stress at the office. So I say that Cirrato helps to reduce one of the stress factors thus contributing to a more healthy work environment." One of the reasons for the positive end user response could be that our contact has seen to it that the users got a lot of information beforehand on how to search and install printers. "The few problems I did encounter during the installation phase mostly had to do with printer drivers that were already installed on the user workstation, and had nothing to do with Cirrato per se."

According to our contact Cirrato is an excellent product. "The simplicity of administrating the entire print environment from one console is one of the things that I, as a print technician, really appreciate. I get a great overview and the time I spend on administrating printers is cut down significantly. I alone supported the entire print environment at the council when I was employed, that's 2000 print objects, which counts as a large environment in Sweden.

The time I save I can use to pursue other needs in the print environment that require my attention. The reduced number of support calls linked to printing problems has resulted in time savings for the IT department and in the long run that saves the council money. Reduced costs and high availability. How can you not like that equation?"

He considers Cirrato to be a good fit for the council because of many factors. One of which he likes to mention, is the redundancy function where a print job can be submitted to a printer even though the server, for some reason, does not respond. "The Cirrato server being unresponsive has not happened to us even once during the four years since we installed the system."

Another thing our contact wants to mention is the way printer drivers are being packaged into individual packets rather than being installed on the server - which is the case with a traditional print server - thus removing problems linked to conflicting printer drivers on the main server. "With Cirrato it is also possible to have multiple print queues with the same name (though the print object name is unique). This is actually a big thing for us. Without it we would have to install the approximately 600 printers this affects locally on the workstations."

Within a government environment, the cost saving aspect is a key element for making decisions. But within healthcare, reliability has the higher focus. When printing with Cirrato, the council gets both. Control over the print environment for maximum cost efficiency while also enjoying the certainty that printing always works.