

S & L-Netzwerktechnik GmbH

Established in 1995, S&L Netzwerktechnik GmbH is a full-range supplier of innovative network technologies. The service spectrum of the more than 50 highly qualified employees ranges from competent consultancy and planning to professional installation of each server and client component to knowledgeable network support. S&L Netzwerktechnik has specialized in the following areas: Business Intelligence, Security, Portal Technology, Enterprise Systems, Communication/Collaboration, and .Net Development. The company is both triple Microsoft Gold Partner for the areas of Enterprise Systems and Business Intelligence and Security as well as Citrix Gold Solutions Provider Advisor in the Citrix Network – an especial mark of competence. Contact: Michael Hlevnjak

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A view of Koblenz, photo by PhotoCase.de



Thinner management with print data diet

The Regional Tax Office in Koblenz recentralized its IT infrastructure with server based computing. The print management of the 150 terminal servers was optimized with ThinPrint .print.

As the highest-ranking financial authority in Rhineland-Palatinate, the Koblenz Regional Tax Office has administrative reign over 36 regional tax offices and branch offices staffed by 7,000 public servants and employees.

Modernizing management by recentralization

To better cope with the growing demands of modern management and to simplify administration, the Regional Tax Office decided to recentralize its decentralized IT infrastructure in the Koblenz Regional Tax Office and to provide the 400 central and 6,600 remote workstations with applications via local server farms. The project was supported by S&L Netzwerktechnik GmbH, a total provider specialized in enterprise systems and network development.

Bandwidth bottlenecks during printing

A particular weakness in the network was created by the 5,000 regionally distributed printers, on which 7,000 employees printed more than 50,000 different documents each day. Besides tax statements, pay slips, and public tender, large-scale maps and floor plans were part of the daily print routine. "Because of the enormous data volume when printing mainframe lists, maps, and floor plans, problems were constantly arising during the transmission of print data. Thin clients would often freeze up during printing. At times, traffic was impeded to the point that there were long delays between individual work steps," Michael Hlevenjak, Project Leader at S&L Netzwerktechnik GmbH, describes the difficulties that arose in the migration process. Instead of the intended reduction, the administrative workload grew due to permanent driver conflicts and increasingly complicated print support.

Because the Citrix Presentation Server's internally auto-created printers did not offer an adequate solution to the increasingly acute print problems, the decision was made to optimize print management on the 150 terminal servers with the ThinPrint .print print management solution. Within 6 months, the Koblenz center migrated to the new print solution and the infrastructure in the 35 remote offices was modified successively. There were many particularities to consider during implementation of the ThinPrint technology. The Koblenz Regional Tax Office introduced thin clients from Wyse and Fujitsu Siemens as end devices; these thin clients are integrated with a .print Client but



Martin Heinz, Network Administrator at the Koblenz Regional Tax Office

ThinPrint GmbH

High-performance, consistent infra-structures for printing and distributing information in serverbased computing environments and via the mobile internet are the focus of the product portfolio of ThinPrint GmbH. A significant pillar of the company is the .print technology, basis for the software print solutions developed for server based, web based, and mobile computing. These solutions are being successfully applied around the world. Previously the company has made its name mainly in the Citrix and Microsoft Terminal Services arena, but has been marketing its products increasingly and equally as successfully for distributed networks, web applications, and mobile applications. New innovations from the successful IT manufacturer are the product families Content Beamer, a plug-and-play solution for mobile internet access, and Public Printing for printing at public locations. Renowned distributors and resellers in 48 countries currently market the products of the German software manufacturer with branch offices in USA and Australia. Thanks to strategic partnerships, the client components of the patent pending .print technology are integrated in a multitude of terminals, print boxes, PDAs, and mobile telephones from leading hardware manufacturers.

require native printer drivers on the server. At the same time, an initial group of 2,500 PC workstations were migrated to the Linux based eLux operating system (embedded Linux); in the meantime, all workstations are to be set up with this solution, which has lower licensing costs and is therefore more cost economical. The printout of large-scale maps must also be processed with native drivers; for technical reasons, it was even sometimes necessary to cascade print scenarios over two sessions. A specific setup script was developed for a particularly convenient, unattended installation of the .print Engine onto the 150 servers. One of the stated goals: central administration of the total print management.

Compression method and bandwidth control resolve printing issues

After integration of the print solution, print processes that formerly constantly reached capacity limits clearly slackened. The compression method in the .print solution reduced the data volume of large-scale maps and floor plans up to 90 % – without degrading printout quality. The compression is complemented by connection based bandwidth control, which enables individual specification of the bandwidth to be used for printing. Thus, offices with higher print volume could be assigned more bandwidth than offices with less print data traffic. At the numerous fat client workstations, users worked with the easily administrated DRIVER FREE PRINTING technology, with which it is possible to print without printer drivers being installed on the server.

“Running the ThinPrint solution greatly increased the stability of our IT infrastructure. Because all print processes can be managed centrally, the need for support and the administrative overhead are much lower today. We have therefore taken a great step toward e-government and are better equipped for the growing demands of modern management,” testifies Martin Heinz, Network Administrator at the Koblenz Regional Tax Office.

Facts	
Customer	Koblenz Regional Tax Office
Sector	Public Management
Responsible for project	S & L Netzwerktechnik GmbH
Project	Recentralization, correction of bandwidth bottlenecks, reduction of administration
Number of users	7000 users (400 central, 6,600 remote) at 36 locations
Project timeframe	6 months
Server	150 Citrix Presentation Servers, .print Engine
Client	Thin clients from Wyse and Fujitsu Siemens with Windows or eLux



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