

Secure delivery requires dependable printing

In the UK, Special Mail Services (SMS) depends upon reliable printing in order to provide secure delivery of valuable mail items. That's why SMS uses ThinPrint's .print to handle all printing at 45 remote branches and numerous client sites.

Special Mail Services (SMS), a private national mail delivery operator, specialises in the secure delivery of valuable mail items including credit cards, debit cards and passports.

The printing challenge

SMS has over 45 remote branches, as well as operations on client sites. Each of these locations has printing requirements, some with very large printing volumes on a daily basis, everything from manifests printed on laser printers to address labels on thermal and dot matrix printers. Therefore, implementing the correct printing solution was extremely important for Special Mail Services. The operational users required immediate response from their bespoke application software, which was executing on Citrix Terminal Services. Any interruption or delay while printing would have been unacceptable, and bandwidth availability over the WAN had to be guaranteed.

Minimised costs, stabilised printing

In answer to SMS's needs, Pinesoft Computers Ltd, a certified ThinPrint partner, recommended ThinPrint's .print to ensure fast reliable printing, to resolve bandwidth requirement issues, and therefore to minimise the costs for expensive communication lines. Pinesoft trialed other third party printing solutions before implementing ThinPrint, and found them inadequate for SMS requirements, technically lacking when compared to ThinPrint's solution.

The core functions of the .print solution that met SMS's needs are connection-based bandwidth control and a specially developed print data compression

method. These two features deliver an appropriate, user-friendly printing experience, even over economical, low-bandwidth connections, and safeguard application performance in the corporate network. Additionally, ThinPrint's patented DRIVER FREE PRINTING technology makes the complex server-side installation and administration of printer drivers unnecessary, even with dedicated print servers. Home and satellite office printers can be set up and managed conveniently by remote access. As such, at SMS, .print administration and configuration is performed centrally at the hosted location, and remote IT installations/faults are resolved from the hosted site without sending engineers to the other branches, reducing IT support costs. As Roger Nicklin, Business Support Director for SMS, explained, "ThinPrint .print enables us to run our operations over a low-cost, wide-area network with limited

Pinesoft Computers Ltd.

Pinesoft has a unique approach with bespoke software development. System design and implementation, with knowledge and experience shared between the Pinesoft teams, we provide our clients excellent IT solutions.

1 Waterhouse Square
138 Holborn
London
EC1N 2ST

Contact: Sales

Phone: +44 (0) 20 7353 6161

Fax: +44 (0) 20 7353 6262

sales@pinesoft.co.uk

www.pinesoft.co.uk





SMS process over 100k items of high value mail for national distribution every day.

ThinPrint GmbH

High-performance, consistent infra-structures for printing and distributing information in server based 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 MetaFrame 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.

More than 500 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.

bandwidth, giving us significant savings in costs.” The ThinPrint implementation process was fairly simple, taking about two weeks to complete. Pinesoft piloted the system before implementation, which resolved many configuration issues and limited operational disruption. Nicklin added, “Although we now have branches and customers across the entire UK connecting to our services, we can manage our whole network and its users from a central point with a staff of four.”

Added value with .print version 6.2

Initially, ThinPrint version 5.5 was installed on each terminal server, and direct printing was configured to remote printing devices. This configuration was recently upgraded to version 6.2, implementing a dedicated print server with ThinPrint .print Engine, allowing for improved performance through direct printing configured using TCP/IP to remote printing devices. Additionally, for simpler administration procedures, SMS began using dedicated hardware print servers from Intermate, a ThinPrint OEM partner whose external print servers have ThinPrint .print clients embedded.

Facts	
Customer	Special Mail Services Ltd
Branch	Delivery services
Responsible for project	Pinesoft Computers Ltd.
Project	Meet the differing printing requirements of SMS's 45 remote branches and client-site operations. Operational users required immediate response from their bespoke application software, which was executing on Citrix Terminal Services. Any interruption or delay while printing would have been unacceptable and bandwidth availability over the WAN had to be guaranteed.
Number of branches	45 plus customer site operations
Project timeframe	Approx. 2 weeks
Server	12 terminal servers: load-balanced Microsoft Windows 2000 Terminal Servers with Citrix Presentation Server Three, utilising HP Proliant Server Hardware DL380, and DL360, and have hard disk raid protection; print server: ThinPrint .print engine running within a Windows 2000 active directory environment, 500 users supported across 40 sites; database server: Microsoft SQL Server database engines; private WAN: THUS PaDSL wide area network connectivity, connecting remote offices across the UK, ISDN backup available at remote end, dual links installed at hosted end providing resilience.

