

ThinPrint®

ThinPrint
.print®

R E F E R E N C E

About Alpha IT

Alpha IT Printing specialises in delivering print management solutions for organisations with Citrix and Terminal Services. The core products are ThinPrint software and SEH hardware printing devices. The consultants have ThinPrint Master, HP Large Format Printer, HP Colour Management, MCSE, Citrix CCA, and Cisco CCNA qualifications, reflecting the significant skills in the thin client printing domain. The experience and product knowledge will ensure that customers get the most from their ThinPrint and/or SEH Solution. Alpha IT Printing provides nationwide support to Government and Corporate Clients for print management solutions in Citrix or Terminal Services environments. All solutions from Alpha IT increase productivity and decrease costs while simplifying print administration and support. Alpha IT Printing is Australia's only thin client printing solutions specialists.

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Clever print data transport for logistics experts

The transport and logistics company, Lindsay Australia, optimizes Microsoft Terminal Services print processes with ThinPrint .print

Lindsay Australia Limited, which listed on the ASX in December 2002, is an integrated transport, logistics and rural supply company. Lindsay Australia is an expanding force in Australia's transport and logistics sector. The company's growth strategy is centered around providing a range of "end to end" services to the food processing, food services, fresh produce, rural and horticultural sectors. The company's extensive east coast network of 28 depots and refrigerated warehouses, was created following the merger of one of Australia's largest private transport companies, Lindsay Brothers Transport, and P&H Rural Supplies on 16 December 2002. With 28 depots across the eastern sea board of Australia accessing core business applications via Microsoft Terminal Services, Lindsay Australia faced an increasing need to provide reliable and fast printing to its operations staff.

Lindsay Australia therefore began searching for a suitable print solution. Important criteria were acceptable cost performance ratio as well as simple installation and administration. Brett Anthony, Lindsay Australia's System Engineer, says: "When printing through Microsoft Terminal Services many difficulties were encountered that had significant ramifications for our whole business since we operate under very tight timelines. Large print jobs with slow speed and instability across the network created considerable frustration for end users. Jobs getting caught in queues, and constantly having to physically stop the print spooler. It's a phase of my life I never want to go through again, 50% of my help desks calls were print related."

Brett Anthony chose the ThinPrint .print Application Server Engine solution following extensive trials. He is happy his pre ThinPrint days are over. "Lindsay Australia slashed IT administration time for printing and increased end user productivity at its depots by deploying ThinPrint .print Application Server via Microsoft Terminal Services." It was important that the software author have a local presence with trained and accredited partners for support and implementation purposes. Lindsay Australia recognises the value Alpha IT Printing was able to add. With Alpha IT being an accredited ThinPrint partner that specializes in printing solutions, it is the ideal implementation partner. The Alpha IT team has for years been providing printing solutions in the Citrix and terminal server arena, contributing decisively to the success of many ThinPrint





About ThinPrint

ThinPrint is the specialist for mobile solutions and for printing in distributed network environments. Solutions from the software manufacturer, based in Germany and with offices in USA and Australia, are successfully deployed by businesses of all sizes and in all sectors around the world. More than 500 renowned distributors and resellers in over 80 countries market the products of ThinPrint GmbH.

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. Significant value is enjoyed by strategic partnerships with BlackBerry (RIM), Bluetooth SIG, Citrix Systems, Inc., Fujitsu Siemens Computers, Lexmark International, Inc., Microsoft, Nokia, Orange, Palm, Inc., Sun Microsystems Inc., Symbian Ltd., VM Ware, and XPS Software GmbH.

projects. Alpha IT Printing's solutions are particularly appealing for middle and large sized organisations that want the benefits of proven print management solutions which optimise printing for remote users.

"I sound like an advertisement for ThinPrint but when I deployed ThinPrint all my printing problems just went away," says Anthony. The most common feedback from Lindsay Australia end users was that printing was almost instant. Within 5–10 seconds of hitting the print button they could see the print job coming through, down from well over a minute and the printing was much faster. Also thanks to ThinPrint true BANDWIDTH MANAGEMENT, Lindsay Australia was able to set bandwidth per depot allowing users' Terminal Services sessions not to be interrupted by large print jobs.

Brett Anthony states "The pay back time on the investment was well under a month when you consider the productivity gains of end users and our IT department. Printing support issues have been virtually eliminated and the end users are happy now they can print effectively"

Facts	
Customer	Lindsay Australia Ltd
Sector	Transport and Logistics
Project Owner	Lindsay Australia Ltd; Alpha IT Printing Pty Ltd
Project	Eliminate spooler crashes, printer driver management, increase printing speed and QOS for Terminal Server sessions
Number of users	150 users at 28 depots
Servers	Microsoft Windows Server 2003 Standard Edition, .print Application Server Engine; Printing from TransLogix Sapphire

