

## REFERENCE



#### ► ThyssenKrupp Energostal

is the leading distributor of metallurgical and plastic products on the Polish market. It offers a wide range of products made from carbon steel, stainless steel, non-ferrous metal, and plastics. The company has 18 branch offices in Poland with the main logistical centers located in Warszawa, Poznań, and Dąbrowa Górnicza are the main logistical centers.

#### ► S.O.S. P.M. Wesółwscy

entered the Polish IT market in 1995. The company offers a wide range of IT services with a focus on designing and implementing IT environments in small and medium businesses. As a ThinPrint certified partner and a Citrix silver partner, S.O.S. P.M. Wesółwscy offers integrated solutions for remote access and centralization of IT resources.

[www.sos-it.pl](http://www.sos-it.pl)

## ThyssenKrupp Energostal Improves Its Printing Process

The .print Server Engine allows for quick and fail-safe printing in branch offices

In an effort to provide constant and efficient access to crucial business software for more than 200 users in Poland, ThyssenKrupp Energostal decided to centralize its data processing by using Microsoft Windows 2003 and Citrix Presentation Server.

The deployment of a server farm with 10 terminal servers and Citrix Presentation Server allowed for permanent access for all users and also provided them with powerful applications. The administrators gained the opportunity to centrally manage the IT environment from one location.

### Printing problems with Citrix Presentation Server caused the entire working environment to become unstable and unreliable.

Printing is one of the critical issues for the success of the ThyssenKrupp Energostal company. Even with the scalable and very efficient Citrix Presentation Server solution for the server farm, this fast growing business encountered unforeseen printing difficulties with increasing user demand.

At first, the terminal servers managed the printing process from these business applications by using the standard solution available with the Citrix Presentation Server; however, due to the usage of many different printer types (such as dot-matrix printers, label printers, and laser printers) and very specific printing settings (such as paper size, resolution, and printing speed), complications soon arose. The many different printer drivers and resulting hardware conflicts caused the working environment to become unstable and initiated spooler failures. Frequently, server crashes and the need to cancel and restart print jobs affected the access to critical software.

Additionally, the IT department had to manage the excessive CPU usage and bandwidth bottlenecks while generating and transmitting print jobs. This led to slow applications and less effective user work.

### The .print Server Engine 7.6 solution solves printing problems in terminal server environments.

In March 2007, ThyssenKrupp Energostal entrusted the S.O.S. P.M. Wesółwscy company to launch a test of the .print solution in one of the production environment's terminal servers. The results were very successful, and the .print Server Engine solution was implemented throughout the company. As expected, all printing difficulties and troubles disappeared. In

### ► ThinPrint

is an expert in software solutions for printing in distributed net environments. The .print software includes many functions that make printing with Microsoft Terminal Services and Citrix Presentation Servers easy, effective, and fast.

- DRIVER-FREE PRINTING enables users to send tasks for printing without installing printer drivers on the server side. Other features include:
- High data compression- up to 98%
- Capacity control, which reduces link load for transferring print data
- Coding tasks using SSL encryption

addition, two dedicated print servers using NLB strengthened the existing terminal servers. Moving the print job handling to these dedicated servers allowed the terminal servers to work much faster and more effectively, while making the print subsystem redundant.

The universal printer driver Thinprint Output Gateway with Driver-Free Printing technology made it possible to reduce the presence of non-compatible, native controllers to a minimum. The special adaptive compression algorithm also decreased the size of transmitted data and reduced the network load. The printing time was reduced by more than 50%, terminal servers no longer crash, and business applications are constantly available with high performance.

“Our printing problems have finally been removed and we are very pleased that now all users can print without obstacles,” said Zbigniew Krelowski, ThyssenKrupp Energostal IT director.

“The .print Server Engine is scalable and stable,” assures Arkadiusz Wotkowski, a systems engineer from S.O.S. P.M. He goes on to explain that, “With its adoption, new users can print almost immediately, from any application to any printer connected with a local workstation. The use of NLB and dedicated print servers provides the ability to print even in the case of the breakdown of one printing server.”

<b>Information:</b>	
<b>Client:</b>	ThyssenKrupp Energostal S.A.
<b>Sector:</b>	metallurgical articles production
<b>Responsible for the project:</b>	S.O.S. P.M. Wesolowscy
<b>Project:</b>	accelerate the printing process, eliminate conflicts among printer drivers, centralize printing management.
<b>Number of branch offices:</b>	18
<b>Number of users:</b>	240
<b>Servers:</b>	Citrix farm with 10 Citrix Presentation Server servers; 2 dedicated printing servers using NLB



# ThyssenKrupp

