

REFERENCE



► **Philipp Schlatter, Chief Technology Officer IT & Planning / BI at Swissport International Ltd. concludes:**

„The ThinPrint technology gives us the freedom necessary to support mixed environments and home users for our distributed print processes. The bandwidth management of .print enables absolutely reliable processing of print jobs with cost-effective IPSecNET solutions.“

Swissport Clears ThinPrint for Takeoff

Satisfied users and drastically reduced support costs – these are the two most noticeable effects since Swissport International Ltd. began using ThinPrint's .print technology for print processing.

Increasing air traffic worldwide means a bright future for Swissport International Ltd. The Swiss company has long been the world's largest service provider for airlines and airports and is growing every year. Headquartered in Zurich, Swissport provides cargo and ground handling services, passenger services, aviation security, aircraft fueling, and aircraft maintenance to over 180 airports in 42 countries worldwide. In order to maintain control in the global distributed IT landscape, Swissport converted its infrastructure to server-based computing five years ago. Since mid-2006, Swissport has also employed a proven solution for print management with ThinPrint .print. This introduction was prompted by the increasing complexity of local print mapping, insufficient bandwidth management of the IPSec connections used, and high administration and training costs for setup and maintenance of the printer landscape on-site. Swissport had a strict list of requirements for choosing a solution. The primary goal was to improve print speed in the branch offices without using local servers. The desired solution would support a heterogeneous printer landscape and would enable bandwidth management without sacrificing the quality of service. It needed to be able to minimize the print administration under Citrix and create a clear division of responsibility between central (DataCenter) and local users (single users or branches). EDS Information Business GmbH,

Swissport's data processing center operator, recommended the .print technology to achieve these goals, since it was already successfully employed by an array of other EDS customers. After an operational concept and a rollout plan were created, the licenses were implemented on the servers at EDS in Zurich and the branch offices in May 2006

SEH Devices in the Branch Offices

Thomas Vester, Service Delivery Manager at EDS: „All of Swissport's business critical systems run on Citrix, from Office applications on the host systems, to special airline industry systems, to the Internet and e-mail.“ The introduction of .print brought Swissport a great deal closer to its goal: no more local servers. Today, 30 branches at the airports communicate with the EDS data center via IPSec connections. Special hardware from ThinPrint's partner SEH with an integrated .print Client is used there: the ISD200/300 Print Spooling Devices and Pocket Print Server for network integration. „The SEH products are very user-friendly, so no one had difficulty adjusting,“ explains Vester. „Since we work on a Linux basis there, this also makes the solution very successful.“ Local print servers with server engines were set up only for the Zurich headquarters and the Geneva and Basel sites. „In Geneva we have 1,000 network ports, in Basel 500. Those are simply sizes that require a certain decoupling,“



► About ThinPrint

ThinPrint specializes in mobile enterprise solutions and printing in distributed networks. The solutions of 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 globe. More than 500 renowned distributors and resellers in more than 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

explains Philipp Schlatter, Chief Technology Officer of IT & Planning / BI at Swissport. „The print servers there are multi-functional and manage everything that we need to maintain the infrastructure, from

DHCP to software distribution.“ Since then, around 1,000 users have printed with the ThinPrint technology. 10 percent of those use home offices; these could be Swissport employees accessing the company network from anywhere via the Internet, or even mini-stations with two devices that aren't integrated into the network. But „real“ home offices also print via ThinPrint. „We see the support of home workstations as a definite job for the IT,“ explains Philipp Schlatter. „That is a fully understood organization of labor at Swissport.“ These are ideal conditions for ThinPrint to fully play to its strengths. Now no one at Swissport/EDS needs to be concerned about which exotic printers are being used, or where. „We have no idea what kind of devices are out there,“ says the CTO, „and thanks to ThinPrint and Citrix, we can say that doesn't interest us any more.“ Office docu-

ments and telex messages make up the better part of printing, but all required print jobs from special applications can also be printed on A3 color printers via .print.

ROI after 24 months

Philipp Schlatter considers one of the main advantages of the .print technology to be the drastic reduction of change management effort when implementing new local printer types. This is because a compatibility list must no longer be maintained and so test scenarios are hardly necessary anymore. „Through more efficient printing, we are using the existing resources better and saving a lot of time from the increased speed with special print jobs,“ says the Chief Technology Officer. Swissport's amortization period is calculated at an even 24 months. The savings from reduced support and administration were calculated against the around 100,000 € project costs. If the higher user satisfaction were also quantifiable, then the ROI would be achieved even sooner, Schlatter is sure. „We need two years time for this technology to become a matter of course. After that, everyone will know: Swissport printing is ThinPrint,“ says the Züricher.

Facts	
Customer	Swissport International Ltd.
Sector	Airline industry
Project manager	Philipp Schlatter, Chief Technology Officer IT & Planning / BI
Project	Recentralization, economization of administrators in branch offices
Number of users	1.000 concurrent User
Project duration	Three months
Server	45 Citrix servers, 2 central print servers, 2 local print servers, approx. 30 SEH appliances

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