

ThinPrint®

ThinPrint
.print®

R E F E R E N C E

BCC Business Computer Center

Founded in 1994, BCC Ltd ("Business Computer Center") is one of the leading IT companies from the TOP-10 list in the Russian market of IT services and systems integration. It is also the first ThinPrint Premium Partner in Eastern Europe. The company's range of activities includes information consulting, system integration, implementation of integrated enterprise information systems and process control systems, development of engineering projects and telecommunication systems, automated security and building management systems and service support. The current staff numbers more than 700. The company offices are located widely across Russia in Moscow, St.Petersburg, Krasnodar, Ekaterinburg, and Novosibirsk. BCC has partner agreements with leading international manufacturers of computer and telecom equipment, as well as with software manufacturers, such as HP, IBM, Intel, Microsoft, Oracle, Cisco Systems, Citrix, ThinPrint, Novell, Avaya, Nortel Networks, Schneider, USDATA, 3COM, Siemens, etc.

BCC

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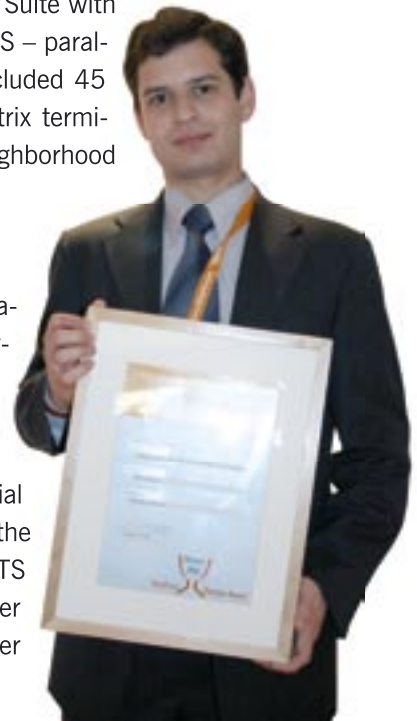
www.bcc.ru**Printing all over Russia**

Mobile TeleSystems (MTS) OJSC, Russia's major telecom provider, has implemented a .print solution to manage their countrywide print processes.

"It was local printing from the client point of view only," remembers Andrukhin Oleg, group leader of the Department of System Infrastructure IT at MTS. "Our former print management was configured according to the operating system environment where the print servers were located." Not an appropriate solution for a company which works all over the country and is rapidly growing: Mobile TeleSystems OJSC (MTS) is the largest mobile phone operator in Russia and the CIS. Together with its subsidiaries, the company services over 73.79 million subscribers. When the introduction of the new financial application "1C Trade" was approaching, MTS decided to manage all companywide application processes with Citrix in the future and therefore needed a professional printing solution. "We considered that managing the print traffic in so many areas with the Standard Citrix functionalities wouldn't work quite well in the long run," says Boris Korolev, project engineer at BCC Company. That's why they recommended the installation of .print to optimize the print traffic at MTS. For Boris Korolev and his team, it was a big challenge to convince the MTS team of the benefits of .print and clearly explain the main differences between Citrix printing subsystem and ThinPrint: The convincing arguments included having appropriate compression technology and achieving independence from printer drivers. Important issues had also been the simplicity of the print administration and the reduced costs of network channel usage. In August 2006, BCC introduced the Citrix Presentation Server Suite with Access Gateway Enterprise 4.0 and .print Server Engines at MTS – parallel to the introduction of "1C Trade". The installation phase included 45 licenses of .print Application Server Engine – one on every Citrix terminal server – and a .print Client package and Citrix Program Neighborhood Client on every user's PC.

Intensive stage of testing

Before going live, there was an intensive stage of testing at a separate test complex. The test environment included two Citrix servers with roughly ten applications published in the Citrix server farm. All remote access to the servers was securable, all users stations obvious PCs. After three months of testing, rollout to the productive environment took less than one month. The initial .print server version was 6.2 with 32-bit, because all servers in the Citrix farm had 32-bit Windows preinstalled. Short time later, MTS upgraded all Citrix servers to a 64-bit version of Windows Server 2003 and installed the 64-bit version of .print Application Server



“Savings in time, money, personnel, and improved quality and time of printing are the main advantages of printing with ThinPrint technology. Since MTS is a rapidly growing company, with our new .print solution we are well prepared for more customer traffic and – as a result – a quickly increasing print volume of documents from various sources.”

Andrukhin Oleg, Group leader MCP, MCSA
Department of a System Infrastructure IT,
Mobile TeleSystems OJSC

About ThinPrint

ThinPrint is the specialist for mobile enterprise 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. 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), Citrix Systems, Fujitsu Siemens Computers, Lexmark International, Microsoft, Nokia, Orange, Palm, Inc., Sun Microsystems Inc., Symbian Ltd., VMware, and XPS Software GmbH.

Engine on every Citrix server in all farms around the country. Now every Citrix farm has a 64-bit version of .print Application Server Engine. The introduction has passed practically without problems.

Regions from Moscow to Wladiwostok are connected

Today, regions all over Russia have remote access to the terminal servers at MTS headquarters in Moscow. Various kinds of documents are now printed via ThinPrint .print. The main part comes from internal back-office operations and billing systems: bills and waybills, invoices, reports on sales and warehouses, as well as accounting reports, process schemes from CaseWise software, and office documents. Tests are also made for printing checks and detailed elaborations from the billing systems CBOSS and OSS FORIS. There are more than 500 printers in use. The daily print volume for each user comes up to 10 graphical schemes describing the models of business processes in the MTS organization. Very heavy printing traffic comes from the “1C Trade” users – 2000 documents each day and increasing daily. The feedback from the employees is positive; the few technical problems during the initial phase were quickly resolved by the high level of technical support by BCC.

Saving time, money, and quality with .print

Three months after going into a productive environment, Andrukhin Oleg can sum up: “We’ve got various savings from our new .print solution: in time and money as well as in personnel and improved quality. .print is compatible with every device; this makes the work a lot easier.” While the whole timeframe from pilot to rollout was one year, the project is not concluded yet, because MTS is going to add additional terminal servers to their environment. Two projects are considered now: “Call Center” for call registration and service in billing system and making monthly reports of calls, and “Service Box”, a mobile office with thin client, fax, card reader, printer, and scanner in one. All of these service boxes work with billing and trade programs through Citrix. The .print software is already considered the printing subsystem.

Facts	
Customer	Mobile TeleSystems OJSC, Moscow
Sector	Telecommunication
Responsible for project	Andrukhin Oleg
Project	Setup of a countrywide Citrix infrastructure with .print Application Server Engine for print support of “1C Trade” financial software and other applications
Number of branch offices	400
Project timeframe:	1 month
Servers:	IBM BladeCenter HS20, IBM BladeCenter HS21 45 Citrix server, 45 ThinPrint servers

