

REFERENCE



Mônica Gueths, Infrastructure and Technology Manager at Bunge

► **Senior TI**

An individually-run section of Senior Servicos em Tecnologia de Informatica Ltda – The third biggest distributor of ERP solutions and software for Human Resources in Brazil – Premium Partner of ThinPrint since 2006. Around 9000 companies spread all over the Brazilian territory rely on solutions developed by Senior TI – with a planned growth towards other countries in Latin America. The company has its Headquarters in Blumenau, in the Santa Catarina state (Southern part of Brazil); 15 branches and more than 100 resellers extend the reach of Senior TI to all parts of the country. More than 400 direct employees and 1200 affiliated consultants generate earnings of 54 million Euros in 2006.

Info: www.senior.com.br

25,000 Pages Printed per Day – a System to Trust

The winning story of Bunge Alimentos, a Brazilian company of the food sector, which migrated trouble-free to the ThinPrint .print, replacing the previous printing solution, and providing greatly improved printing services

Few are the roads in the food industry that do not cross paths with the name Bunge Alimentos. Steadily based on a heritage of over 100 years, the company belongs to Bunge Limited Global Corporation, and it is recognized as the biggest player in the Brazilian market of agribusiness and foods. With 9000 employees, Bunge generates earnings of approximately 9 Billion Dollars (2005). The company has its HQ based in Gaspar, in the Santa Catarina state.

“We are an innovative company and are always searching for new possibilities and challenges,” Mônica Gueths, Infrastructure and Technology Manager at Bunge, points out, “that doesn’t apply only to our products portfolio; it is an integral part of our IT infrastructure.” A great variety of applications are put to use in this internationally structured company. In 2006, four migrations were in progress of implementation, including the OS migration from Windows 2000 to 2003. At the same time, a new solution had to be devised and implemented to resolve printing problems, due to incompatibility with the OS migration.

Massive printing problems with previous solution

Printing was a growing problem at Bunge. Employees were submitting print jobs from a variety of platforms – Internal Systems, BackOffice applications, etc. – every day. Facing such demand, the printing solution used at the time

was inadequate, which led to the loss of stability and created printing bottlenecks in the Systems all around the company. “The system was so inconsistent: the user would never trust that the printed result would match what was being shown on the monitor – or if the document would be printed at all”, Mônica Gueths remembers. Soon after the decision was made to migrate the printing solution, a line of contact was established with Senior TI, ThinPrint Premium Partner in Brazil. On one side, Senior TI had already shown its capacity to integrate stable IT printing solutions; even more, the favorable geographical location (a few miles, literally) between the two companies would guarantee the fast response for support calls.

Detailed preparation was the key for a smooth transition

“In March 2006, we initiated a pilot project in two Bunge business units, where we did a preparatory test of implementing the .print technology with 20 workers”, explains Carlo Eduardo Correa from Senior TI. “Very early, we could notice how stable the new solution was, and at the same time, with high data compression of the data flow the bandwidth usage was minimal”, Mônica Gueths points out.

The stability, ease of use, and advantages were clearly noticeable on printing times and resource usage, being pivotal to the ending of the testing phase and then to consolidate the



Photo: www.pixelio.de

► 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

decision to implement .print from ThinPrint. In the remote chance of any problem, the experts of ThinPrint Premium Partner Senior Systems would have been able help Bunge very easily since both organizations are located in the same federal state.

Now elevators can print

In October 2006, the .print Application Server was implemented and distributed to all of the 43 Terminal Servers: on the Data Center in Brazil, on the offices in Gaspar and in other 43 branch units nationally distributed. Approximately 1,500 employees use this technology simultaneously on about 250 printing devices. With the deployment of ThinPrint Output Gateway (DRIVER FREE PRINTING) employees located in elevators can print without limitations. By the end of that year, 200,000 pages were printed with the .print with peaks of up to 25,000 (twenty five thousand) pages in a single day – a volume easily absorbed by the .print servers. Very good news for Bunge's IT department, after all, there were other events taking place simultaneously such as the OS and Groupware migrations that still had to be migrated. Bunge Alimentos has enjoyed greatly

the new printing solution: high stability, document integrity, trouble-free printing when concerning printer drivers, satisfied users, more printing functions and increased security, with the cluster architecture. "An essential argument in favor of the .print solution was that on top of the high performance rate, there is scalability in the solution itself. It ensures that in the long run, Bunge will be sorted when it comes to printing, and that means they will not have to look for another printing solution in the next few years," Carlo Eduardo Correa points out. The next steps within Bunge are already set: preparations are being made to deploy the technology to other Bunge's subsidiaries, and to introduce the "Content Beamer" technology as a pilot with few users to evaluate its potential use in the future, which consists of printing from blackberry devices.

Mônica Gueths, Infrastructure and Technology Manager: "Since the pilot project, up to the organizational level implementation of the .print technology, Senior TI and ThinPrint collected and analyzed all the incidents and obstacles in a very short window of time providing viable and correct solutions. Cooperation and transparent communication were exemplary."

| | |
|--------------------------------|---|
| Facts | |
| Client | Bunge Alimentos, Gaspar, Santa Catarina, Brazil |
| Sector | Agribusiness / food |
| Responsible for project | Senior Sistemas / Senior TI |
| Project | Distribution of a printing solution for all of the company's applications, solving stability problems during print jobs; elimination of the old solution, which was increasingly failing and was produced by another distributor. |
| Number of users | Approx.1,500 |
| Servers | 43 Citrix Presentation Server, 43 .print Application Server Engines, 2 .print Server Engines, clustered, 200 Remote points |