

REFERENCE

Building a stable, reliable and robust printing environment

“ThinPrint has vastly improved our users’ day to day working environment and productivity. It has freed up my team’s time to work on a major system upgrade and has all but eliminated pausing. I would very much encourage binding ThinPrint to Citrix solutions from the outset.”

Anthony McCloat, network analyst Colliers CRE plc

► About Colliers CRE

The Colliers CRE Group provides a broad range of real estate consultancy services and comprises; Colliers CRE (general practice surveying), Colliers Capital UK (fund management), Locum Consulting (destination consulting) and Deanwater Estates (property co-investment). The Group also owns majority shareholdings in Colliers Jackson-Stops in Ireland and Colliers International in Spain.

The Group is one of the UK’s top ten real estate advisory organisations. Colliers CRE plc is quoted on the Alternative Investment Market of the London Stock Exchange. The Group is a member of Colliers International Property Consultants, a worldwide affiliation of independently owned real estate service businesses, comprising 266 offices in 56 countries.

With 20 offices across the UK, Ireland and Spain, the business relies on efficient, reliable and fast communications across its information technology systems to deliver the consistent quality of service that its clients demand. So when users in one of its regional offices began to experience problems with pausing on the company’s systems, the firm’s in-house technology team took swift action to find a solution.

Challenge

A year ago Colliers CRE began rolling out Citrix 4.0 focusing initially on smaller sites using Microsoft Outlook, Excel and other Office applications. The business had acquired a company of 25 users and used it as its first full Citrix site. Commenting on the Citrix roll out, Anthony McCloat, network analyst said, “Shortly after we commissioned Citrix, users in all of our offices started to report issues of screen pausing and slow network responses. After investigation we realised that the issue may have been due to print jobs spooling on the Citrix Servers and the resulting job consuming large amounts of bandwidth on the line.”

Anthony adds, “As more users were due to come online with Citrix, we were concerned that the issues would increase accordingly. Once we had understood what was causing the problem, we were able to start looking for a robust solution.”

Strategy

Following extensive research on the web, the in-house IT team became aware of ThinPrint’s solutions and decided to evaluate them, in particular its .print Server Engine. Additionally, the team looked at an alternative solution but decided after in-depth evaluation that .print was the best fit for Collier CRE’s needs.

“ThinPrint’s .print Server Engine offered by far the most features and works in several ways. Namely it alleviates the workload on our Citrix servers and provides manageability during the transfer of data over the available bandwidth,” says Anthony. Implementation was carried out in-house by a team of three, led by Anthony and with support from ThinPrint. 12 sites in total from Aberdeen to Plymouth in the UK were rolled out.





The .print TCP/IP client was installed on one site with a local print server and ThinPrint Client software and ThinPrint Output Gateways (TPOG) installed at the remaining sites. "ThinPrint helped us to install the software and also advised us during the roll out." explains Anthony.

The .print implementation is an ongoing process and the Colliers CRE team is now also extending this, as it upgrades the entire Citrix environment to version 4.5. As they're doing this, ThinPrint is being implemented side by side with the new Citrix upgrade. The most recent implementation is due for completion by Autumn 2008.

► 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

Results

For Colliers CRE, the net result has been to free up its Citrix environment and reduce pausing at the end user, which had been caused by print operations. "We are now getting far better performance from our existing infrastructure. This is due to .print's inbuilt controls, which allow us to monitor print jobs and to manage bandwidth usage more efficiently and effectively," says Anthony. "We had considered adding more bandwidth prior to the ThinPrint implementation, however thanks to its ability to monitor and manage bandwidth we have not needed to do this. This has certainly saved on costs and resources."

The positive effects of .print have also made an impression on users. Colliers CRE users have welcomed the improvements and are able to work without interruption, which has increased their productivity. "The end solution is seamless to our users," says Anthony. "End users are appreciative of our efforts and are happy with the new balance that has been achieved. This sentiment has definitely been passed back to our team. Our success is due in no small part to the effectiveness of ThinPrint's solutions and in the future we will continue to bind .print with Citrix."

Facts	
Customer	Colliers CRE
Sector	Professional services (property)
Responsible for project	Network Analyst – Anthony McCloat
Project	Optimise the print infrastructure, eliminate pausing caused by print operations
Number of users	c.876
Length of project	ThinPrint implementation – (Six months) ongoing
Servers	Three .print Server Engines
Environment:	Citrix

