

#### **SCK GmbH**

The Service Center für Einrichtungen der Kranken- und Altenpflege (SCK) GmbH, Johanniterorden Competence Center – Information Technology (JC-CIT), based in Stendal, is the central IT service provider for the facilities, utilities, and brotherhoods of the Knights Hospitallers. Besides operation of IT systems and their support as full service provider, the SCK GmbH undertakes procurement of software and components. The central task of the Knights Hospitallers Competence Center – Information Technology consists in bundling and simplifying the IT activities within Johanniterorden. The organization's customers today include a multitude of hospitals, several nursing homes, and other Knights

#### **ADN GmbH**

Based in Bochum, ADN is a value added distributor with market competence in the core arenas of server based computing, internetworking, and security, as well as web-based solutions. The product line is complemented by value added services which are scaled to the customer's wishes. As Citrix Authorized Learning Center (CALC) in Bochum and Berlin, the ADN Academy conducts coveted preparatory courses for Citrix certification.

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## High Technology and Tradition

*The Johanniterorden (German Knights Hospitaller) introduces server based computing – the .print Server Engine enables printing from SAP, expedites print processes, and reduces the costs of administration and line capacity*

For more than 900 years, the Johanniterorden with more than 3600 members has been dedicated to caring for the ill, adopting the weak, and working for the Christian faith. Structurally, the Order is divided into 23 brotherhoods. It is carrier for a large number of hospitals, nursing homes, and other facilities. In Saxony-Anhalt and Thuringia alone, the Johanniterorden runs seven nursing homes with a total of 280 employees.

#### **Introducing server based computing increases efficiency**

In Spring 2002, server based computing was introduced into the seven nursing homes and the head office. Project planning and implementation was headed by the Johanniterorden computer center, the Service Center für Krankenhäuser (SCK) GmbH Johanniter Competence Center Informationstechnologie (JCC-IT), based in Stendal. Markus Varone, Procurer for the SCK GmbH JCC-IT and responsible for net and client services, found the optimal solution in the MetaFrame technology from Citrix. The standalone PC stations in the nursing homes were soon replaced by 64 Linux based thin clients, which achieved a clear improvement in efficiency in work processes. The changeover was made without difficulty.

#### **Printing from SAP bottlenecks capacity**

Nevertheless, one problem remained: printing. Especially in remote offices, which were only connected over thin bandwidth, print data blocked the transmission of application data. Furthermore, the integration of SAP print processes could not be satisfactorily resolved. Printing the documents needed in daily trade from the SAP system with printers connected to the thin clients proved to be the greatest problem to be solved. Tools were needed to enable control of print data management, traffic, and printout. A solution had to be found, because documentation is needed as hardcopy, seniors don't want to miss the resident newspaper, and clerks need printouts for invoices, letters, and info mails. The Johanniterorden have been running SAP successfully for several years now. For the changeover to Citrix, Markus Varone sought a solution which could meet the various demands of printing from SAP. Because many times a day, the clerks generate print jobs for necessary documents from the SAP system which must be printed from local printers, the capacity



Markus Varone, Procurer for SCK GmbH

## ThinPrint GmbH

High-performance, consistent infra-structures for printing and distributing information in server

based computing environments and via the mobile internet are the focus of the product portfolio of ThinPrint GmbH. A significant pillar of the company is the .print technology, basis for the software print solutions developed for server based, web based, and mobile computing. These solutions are already being successfully applied around the world.

Previously the company has made its name mainly in the Citrix MetaFrame and Microsoft Terminal Services arena, but has been marketing its products increasingly and equally as successfully for distributed networks, web applications, and mobile applications. New innovations from the successful IT manufacturer are the product families Content Beamer, a plug-and-play solution for mobile internet access, and Public Printing for printing at public locations. 500 renowned distributors and resellers in 48 countries currently market the products of the German software manufacturer with branch offices in USA and Australia. 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.



The house of the Johanniterorden  
Competence Center in Stendal

was quickly bottlenecked. Another challenge was that voluminous print jobs such as requisition lists could also be printed from home after hours – without previous notification or interaction by the user on the decentralized printers.

## Printing should not be an obstacle

The attempt to resolve these problems with the internal print administration from Citrix failed. Although it was possible to reduce the allotted bandwidth, at the same time, the amount of print congestion increased; users sometimes had to wait hours for a single printout. “We didn’t count on there being problems in print

management. We were almost at the project deadline. We needed a reliable solution pretty much immediately,” relates Varone. The distributor ADN (Advanced Database Network Distribution GmbH) recommended ThinPrint .print. “The decision for ThinPrint .print was made quickly, because it has the best cost/performance ratio of all comparable products”, explains Varone. In addition ThinPrint offers professional support that made swift implementation possible. The .print Server Engine runs on a central print server that serves the entire system. The administrator can scale bandwidth both server- and client-side. “The cooperation between ADN and ThinPrint went very well,” comments Varone contentedly. “Because we didn’t have a lot of time, the ThinPrint team was even prepared to work Sundays for us. That’s the kind of service we value highly.”

## Saving money, simplifying administration

Running .print Server Engine also cut costs. According to the estimates of Project Management, a faster print process without the ThinPrint solution would only have been possible by doubling the connection capacity. Even then, though, print performance would have been less than what it is now. “What’s more, the amount of administration has been reduced remarkably,” Varone further explains. “The options that ThinPrint .print offers us for printing from SAP exceeded our expectations. We can now work much more farsightedly – that supports us during planning.”

The next project is already targeted. In the Johanniterorden hospital in Radevormwald, around 100 standalone computers are to be replaced by thin clients. Ten Citrix servers form the basis of the server farm. Although this WAN environment has sufficient bandwidth for transmitting print data, here again ThinPrint .print technology will be used. Markus Varone is convinced that the software will also simplify administration in this environment and bring added potential for savings.

