

REFERENCE

► **NotaPlan ApS**

NotaPlan ApS was founded in 2002 in Grindsted/DK and focuses on the development and sale of software solutions for the automotive sector. In the market segment of auto repair shops, the company is market leader in Norway. Over 100 industry shops across the country are among the customers of NotaPlan. The system house offers them the entire palette of IT services, from pure sales of industry-typical software such as the Helios ERP system, to company-specific adaptation with individual software tools, to hosting the complete IT infrastructure in an ASP model. NotaPlan currently employs a staff of eight at the corporate headquarters in Grindsted.

Contact:

Thomas Eg Joergensen
NotaPlan ApS

E-mail: thomas@notaplan.com
Internet: www.notaplan.com

More power under the (printer) hood in Scandinavian auto repair shops

Since early 2005, industry specialist NotaPlan ApS offers an Application Service Providing (ASP) model for auto repair shops - made possible by implementing the .print technology from ThinPrint.

A large number of repair shops in Scandinavia today work with the Helios ERP solution from AST, a Danish manufacturer. NotaPlan ApS specializes in tailoring Helios to typical industry requirements and in the course of the last few years has developed a range of complementary tools. In Norway, for example, the majority of shops are currently using the specialized Helios package.

ASP model useless without print solution

All Helios implementations by NotaPlan had previously run on local servers in the workshops. "At the start of 2004, we began developing a new service: NotaPlan ASP. The introduction of this hosted model made it possible to provide the customer with the required IT applications remotely", explains NotaPlan Managing Director Esge Christensen. However, it was useless to knock on the customer's door with the new service, without having a solution for the problems of printing, which are inevitable in an ASP environment; NotaPlan was very aware of this. "Then we heard from a neighboring company that had resolved similar printer problems in the Microsoft Terminal Services environment with ThinPrint technology", says Thomas Joergensen, Developer at the software company.

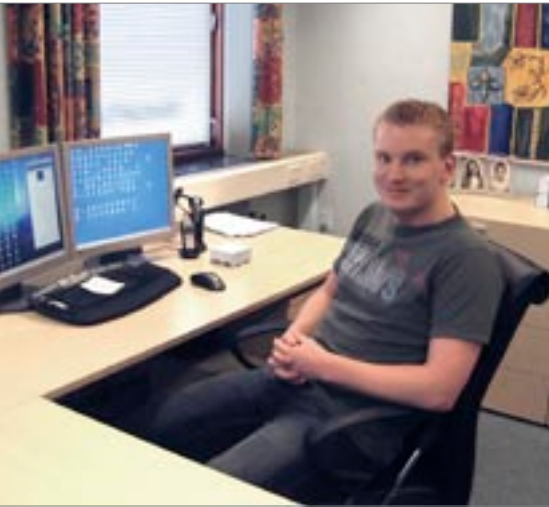
Installation in ten minutes

At the start of 2005, a test system with the RDP Engine was set up on the terminal servers at the NotaPlan data center in Grindsted. NotaPlan purchased the licenses and installed them themselves - external assistance was not required. The process took a total of ten minutes and Joergensen still remembers what he thought at the time: "It's unbelievable. How can a solution that's so easy to set up solve such huge problems?"

Printing with a "one click" installation

The possibility of this was quickly proved when NotaPlan ASP went live with the RDP Engine. The internal servers continued working with standard RDP printer connections, but the terminal servers began running ThinPrint technology in the ASP system. The ThinPrint client - the other important .print component - is not installed on the customers' machines, because the service would otherwise have had to be used with every RDP connection. A solution was therefore developed to allow the RDP Engine to be used for specific connections. The configuration is a one time only install, initiated on the first log-on to the ASP service on the NotaPlan website. As with many projects, the customer's demands quickly increased. In particular, there was a wish for additional parallel use of any printer in the connected workshops. "We therefore decided to upgrade





Thomas Joergensen

► 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



from the ThinPrint RDP Engine to the Application Server Engine,” says Esge Christensen, adding, “an upgrade that was performed effortlessly and with which we can now offer our customers the full range of the .print technology, including DRIVER FREE PRINTING and adaptive compression.” NotaPlan decided for a state-of-the-art

64-bit-technology of the .print Application Server Engine. Thanks to DRIVER FREE PRINTING technology, printer drivers from the users no longer have to be installed on the server. In addition, the high level of print data compression – up to 98% – reduces the bandwidth requirements for individual print jobs. This is a great plus for the number of simultaneously printing users.

ThinPrint technology important pillar of business success

The ASP subscriber companies now have just the user interface piece of their applications and the printers they have always used in their offices. Currently 15% of the NotaPlan customers use the ASP system, with an increas-

ing trend, as Esge Christensen discovered: “Already today, the hosting model is an important pillar of our business, from which we expect further strong growth in the near future. Without ThinPrint, we would not have been able to start this business model at all.”

Definitive reviews of return on investment have not yet been conducted in Grindsted, but after only a few months, NotaPlan is certain that the ASP product is an economic success story - a success story which is also based on ThinPrint technology. Esge Christensen: “We introduced the RDP Engine at the same time as our ASP service and, after short time, updated on Application Server Engine. The ASP service would not even have been possible without resolution of the printing problems. The ThinPrint technology was therefore a mandatory requirement for the function of our new service. Without it, we would not have been able to market the product, because the printing problems would have created endless support calls for us and vastly exceeded our personnel capacities.”

NotaPlan

Facts	
Customer	NotaPlan ApS Denmark, NotaPlan AS Norway
Sector	Software development and sales, application hosting, customer service and support
Responsible for project	Thomas Eg Joergensen
Project	Setup of a national ASP infrastructure for providing ERP and other solutions for the automotive industry using Application Server Engine under MS Terminal Services for print support
Number of users	250 and growing strong
Length of project	2 days
Servers	4 Microsoft Terminal Server in Active Directory setup, 4 RDP Engines upgraded to .print Application Server Engines
Clients	Predominantly Windows XP