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R E F E R E N C E

## Hassle-free printing with MS Terminal Services

QuikPlan Limited implements ThinPrint's RDP Engine to support printing under MS Terminal Services

### Background – QuikPlan enjoys rapid success

QuikPlan develops simple-to-use automated planning and administration software. Founded in 2004, the Worcester based company has enjoyed rapid success and its solution is currently used by customers all over the UK for planning visits as well as the automatic generation of time sheets, travel expenses, reports, invoices and other documents.

### The Challenge – to find a hassle-free printing solution for MS Terminal Services

The QuikPlan solution is hosted on a dedicated Windows 2003 Server with a leading hosting provider, UKFast Limited. QuikPlan's customers access the application and their data remotely from their own PCs or laptops. Customers thereby benefit from the use of a powerful server as well as remote access and QuikPlan is able to offer remote administration. The only problem was printing. Before a customer could print reports and other documents, the printer driver for their printer needed to be installed on the server. Even if the relevant printer driver was available (which it sometimes wasn't), this was a hassle for both the customer and QuikPlan. Administrative overheads were further increased by having to make sure that the print jobs from the multi-user system reached the correct printer. "The amount of time I was spending on print management was detrimental to both my company and my customers", explains Nick Patrick, Managing Director of QuikPlan. With as many as 30 customers connected at any one time and printing up to 400 page reports, QuikPlan needed to find a hassle-free solution to its print management problems.

“... ThinPrint was  
the only one  
that did the job.”

Nick Patrick, Managing Director of QuikPlan.



### Avnet Technology Solutions Europe

Avnet Technology Solutions markets enterprise and embedded technology products from the world's premier computer manufacturers and software suppliers. As a global technology sales and marketing organization, Avnet Technology Solutions conducts business in 36 countries and has dedicated sales divisions focused on specific customer segments. Customers include value-added resellers (VARs), system builders, OEMs and end-user customers. In the UK, the Avnet Thin Client Group has become a leading distributor of thin client hardware and software, offering experienced technical and sales staff, customer visits and all the added value you would expect from a ThinPrint pan-European distributor.

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### The Solution – ThinPrint's RDP Engine makes print management easy

With the help of Avnet UK, QuikPlan implemented the Remote Desktop Printing Engine (RDP Engine) from the print management specialists, ThinPrint. The RDP Engine is specially designed to optimize printing in MS Terminal Services environments. The RDP Engine installs on the server in seconds and is immediately available for use with any network, desktop or home workstation printer. This is possible thanks to the patent pending DRIVER FREE PRINTING technology which eliminates the need to install print drivers on the server. All QuikPlan's customers need to do is run a self-installing application on their client computer that requires no

setting up or configuration. Once installed, they can go ahead and print immediately without having to wait for QuikPlan staff to find and install the relevant print drivers. Connecting new printers is therefore also hassle-free. Moreover, since print jobs are automatically redirected to the customer's default printer, the administrative burden of mapping print jobs to printers is eliminated.

QuikPlan also benefits from another feature of the RDP Engine. The high compression of the print data (up to 98%) prevents print jobs from monopolising bandwidth. No small matter considering the number of remote users connected and printing at any one time.

Since introducing the ThinPrint solution, both QuikPlan and its customers now benefit from a hassle-free printing environment. "I tried most of the other demos of this type of software, and ThinPrint was the only one that did the job", declares Nick Patrick, Managing Director of QuikPlan. "It means that I am now able to provide the level of service and support that my customers expect."

#### About ThinPrint

ThinPrint is the specialist for mobile 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 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

Facts	
Customer	QuikPlan Limited
Sector	Software Development
Responsible for project	Avnet
Project	To reduce administrative overheads of print management under MS Terminal Services
Number of users	Up to 30 remote users at any one time based all around the UK
Server	Microsoft Windows Server 2003 Standard Edition; RDP Engine

