

ThinPrint GmbH

High-performance, consistent infrastructures 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.

High-speed printing from SAP

ThinPrint .print enabled printing from SAP for headquarters and remote offices in the recentralization project at Rail Cargo Austria

Rail Cargo Austria ÖBB business division cargo transportation is responsible for processing all freight and goods traffic of the Österreichische Bundesbahn in the areas of Contract, Sales and Marketing, Service, and Logistics. The company employs 3410 people in 192 locations in Austria and in six agencies abroad.

Position of points for new infrastructure

Up until May, 2002, most of the 120 applications in the client server area were used in a NT domain. Frequent product changes required countless application updates. The heavy expenditures in troubleshooting and maintenance resulted in a very high level of local administration. For Herbert Medlitsch, Administrator at Rail Cargo Austria, and his team, it was obvious that it would not be possible to continue working long with this arrangement.

Rail Cargo Austria decided to implement Citrix MetaFrame XPe together with Microsoft Windows 2000 Terminal servers. In this context, an adequate print solution was needed, because especially in the production department, time-critical printout in appealing quality and at times in color is necessary. Bids, analyses, graphic images, and data from SAP applications must all be available as hard copy. At the same time, the network load must be as low as possible so that other applications are not impeded.

HTH Consulting GmbH, the IT partner of Rail Cargo Austria, informed Herbert Medlitsch about the different solutions available for print management. After a review of the facts and Citrix deployment training provided by Octocom IT Training GmbH, the ThinPrint .print technology was the favorite. "Without ThinPrint .print, we would not have been able to deploy Citrix XPe. The internal Citrix print solution was inadequate,

because color printing from diverse printer models is not supported and the level of administration would have exceeded our capacities," Medlitsch later explained.

Destination: printing from SAP

SAP applications are an integral part of Rail Cargo Austria management. Therefore it was essential to ensure print processing for SAP. In this case, specific drivers were installed on the server and assigned to a relevant ThinPrint port for the various printer models which would not print satisfactorily with a generic printer driver.



Herbert Medlitsch, Rail Cargo Austria

HTH Consulting GmbH

HTH Consulting was established in 1999 by Herbert Thallauer, Civil Engineer, in St. Pölten. Since then the consulting and service specialists have become one of the most sought – after Citrix implementation partners in Austria. The company focuses entirely on reducing IT costs for businesses with competent consultancy and supporting them with a high-carat service spectrum. As Citrix Platinum Partner, Microsoft Certified Partner, and based on countless other partnerships including those with ThinPrint, AppSense, Expand, and ThinTune, HTH Consulting offers their customers complete solutions, hotlines with guaranteed reaction times, and maintenance contracts in the Citrix/thin client arena. Scores of customers, e.g. ÖBB, the Leiner/Kika Concern, Magistrate to the City of Vienna – MA 48, Eybl International, Bayer Austria, Wienstrom, and Wiengas, rely upon the specialists' knowledge and competence. HTH Consulting GmbH also shares their know-how in special workshops. The experienced systems engineers at HTH Consulting provide terminal server training under the motto "Our knowledge – your advantage" to customers and other interested parties.

For more information please visit www.hth.co.at.

Rail Cargo Austria headquarters



Connecting remote offices, home offices, and customers followed

Another considerable challenge for the implementation partner HTH were the users in offices abroad, the home offices, and the customers. They use Citrix via NFuse and Citrix Secure Gateway. "At this time, only ThinPrint .print can meet these print demands; ThinPrint currently is able to integrate satisfactorily with the internal print administration from Citrix," admits Roman Wiesmüller, Project Leader at HTH Consulting. Wiesmüller, consulting and service specialist and certified ThinPrint Partner, has headed the project from planning to implementation. His knowledge and skills have ensured the successful implementation of the software.

From March until June, 2002, the project team Rail Cargo Austria/HTH conducted a pilot project with seven productive servers (Citrix/ThinPrint .print), 14 applications, and 150 clients. The .print Server Engine successfully withstood the test phase and now nothing stands in the way of deployment across the entire line. Final rollout for the remaining 1350 clients, 66 more applications, and an additional 16 servers was completed between August 2002, and February 2003. Further installations followed in 2004.

Successful arrival: Money saved, administration and network load minimized

Meanwhile, 23 servers with Citrix MetaFrame XPe and .print Server Engine Terminal Services are in production. Two of the servers have been furnished with the software of both manufacturers in a test environment. HTH Consulting wrote the scripts and accompanied the implementation. "The whole thing was not as easy as we expected. Many individual circumstances have to be considered in a product of this size – but with the support of the ThinPrint Team and Charlotte Künzell, we could work effectively," explains Roman Wiesmüller.

Printout from diverse devices (monochrome and color laser printers, matrix printers, multifunctional printers) meets expectations completely and the integrated bandwidth limitation keeps network load to a minimum. Employees can work simultaneously in other applications without trouble. Herbert Medlitsch enjoys the successfully implemented project: "ThinPrint .print resolved the problems with printing in this Citrix environment. Without this type of solution, the entire Citrix project would have been at risk. We could save money because we minimized the bandwidth required for printing, and therefore the overall network load. At the same time, running administration was reduced. By running Citrix, it is now possible for us to perform necessary program updates with little work onsite. New applications as well as the maintenance of the software in use can be managed centrally and without obstacle to the user. Users profit by considerably higher application availability and performance."



Roman Wiesmüller, HTH Consulting

Rail Cargo Austria

HTH Consulting

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ThinPrint GmbH · Alt Moabit 91 a/b · D-10559 Berlin/Germany · Phone: +49 (0)30-39 49 31-0 · Fax: +49 (0)30-39 49 31-99 · Email: info@thinprint.de · www.thinprint.de
ThinPrint Inc. · 616 Girod Street, Suite 302 · New Orleans, LA 70130/U. S. A. · Phone: 1-866-845-7811 (toll free) · Email: info@thinprint.com · www.thinprint.com
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