



Marcin Golas, head of IT at SKOK

#### About ANICA SYSTEM S.A.

ANICA SYSTEM S.A. is a leading Polish IT company specializing in business integration. We focus on the conceptualization, design, and implementation of complex IT solutions that support the management of distributed structures. One of our main fields of activity is the implementation of server based computing systems. We cooperate with a wide range of renowned manufacturers and have been awarded countless certifications and authorizations. Our most important suppliers include Alcatel, Citrix Systems, HP Compaq, Great Plain Software, IBM, Intel, Lotus Development, Microsoft, Molex, Novell, Packeteer, and ThinPrint. Our clients come from the sectors of telecommunication, industry, public utilities, and distribution.

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## 2000 printers – one driver

### Poland's leading credit union, SKOK im. Franciszka Stefczyka, implements stable print solution with ThinPrint technology

To simplify access to applications and thus the entire IT administration in the company, SKOK im. Franciszka Stefczyka decided in mid-2003 to migrate to a server based architecture. Anica System S.A., a Polish system house and ThinPrint partner, was commissioned with the installation. At first go, the introduction of the solution by Jetro Cockpit Enterprise ensured a stable, well functioning SBC environment. All that remained were problems in managing print jobs. Robert Czerniak, Project Leader at Anica, knows: "When print jobs do not function, this can destroy the effectiveness and cost optimization of the entire SBC environment. The heavy load that sending print jobs places on bandwidth does not allow the efficient use of business critical applications; added to that are system instability due to printer driver conflicts and the higher administrative overhead of managing diverse printers and their printer drivers." This was exactly the case at SKOK. However, printing is one of the financial service company's critical business processes for customer service and support. Because even before, SKOK suffered bottlenecks time and again, it did not take long before Anica received the order for a .print solution. The result: today, SKOK has a reliable and failsafe print solution that contributes decisively to the effective utilization of the entire system.

#### System independent: ThinPrint .print optimizes printing in all SBC environments

Also critical to the decision for .print was its system independence, the solution can be integrated into any SBC environment, whether Microsoft Terminal Services, Citrix, or, as here, Jetro Cockpit Enterprise. SKOK's terminal server farm of 65 servers provides access to all business and office applications in the company as well as to applications that allow administrators to manage the SBC architecture. In just one day the servers were installed with the .print Application Server Engine, ThinPrint Output Gateway (TPOG), and Dynamic Printer Matrix. The .print Server Engine and ThinPrint Cluster Pack were installed on two dedicated print servers.

#### Clustering print processes creates 100 % system stability

Robert Czerniak: "Running dedicated print servers makes it possible to eliminate the processes of rendering and buffering from the terminal server environment. The results are greater server capacities and a reduction of intensive processor use. Duplication of the print servers and use of Microsoft Cluster Services and ThinPrint Cluster Pack ensure the reliable failover operation of the print system." SKOK thus has a resilient cluster system. If one print server fails, No. 2 automatically takes over the task of printing. The users, however, do not notice anything – the documents arrive at the local printer as quickly as usual. SKOK Stefczyka therefore has complete bandwidth control and 100 % system stability.



#### 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.



# ThinPrint®

#### Connecting 246 branches nationwide

Thanks to the Advanced Adaptive Compression in .print, print data at SKOK is only up to 3% of its original volume. That saves the company immensely on network capacities. Even so, print data is sent across an independent connection using the TCP streaming protocol; print jobs therefore have no negative influence on the work in terminal sessions. The native printer drivers could be eliminated from the terminal and dedicated print servers. 1,100 employees in 246 nationally distributed branch offices print today with .print support to roughly 750 printers (1,300 printer objects including file printouts). All print jobs are processed by the users from their various applications – using a single universal printer driver; namely, TPOG. “The concept of DRIVER FREE PRINTING simply convinced us,” explains Marcin Golas, head of IT at SKOK. Server crashes from incompatible printer drivers on terminal servers are a thing of the past; the considerable processor load of print processing has been removed from the terminal servers. The administrators at SKOK can therefore now concentrate on more important tasks.

#### SKOK im. Franciszka Stefczyka

The credit union of Spółdzielcza Kasa Oszczednosciowo Kredytowa (SKOK) im. Franciszka Stefczyka was established in 1993 in Gdynia. Whereas the clientele initially predominantly consisted of the employees from the maritime industry from the Gdansk bay area, thereby lending SKOK its branch character, a fusion with other credit unions in ensuing years opened a broader customer base for the company. SKOK Stefczyka is linked with the tradition of Polish financial cooperative societies from the 19th and 20th centuries. The company's patron, immortalized in the company name, was Franciszek Stefczyk, who developed the idea of financial self-help at the end of the 19th century. The company today has approximately 246 branches across Poland with about 1,300 employees.

Facts	
Customer	Spółdzielcza Kasa Oszczednosciowo Kredytowa im. Franciszka Stefczyka.
Sector	credit union
Responsible for project:	Anica System S.A.
Project	Setup of a stable terminal server environment, simplification of administration, and prevention of printer driver conflicts using ThinPrint DRIVER FREE PRINTING, expedition of print processes, bandwidth control and compression for printing from Business and Office Applications, reduction of WAN connection charges by over 50%
Number of branch offices	246 networked branches nationwide, 1,100 users
Server	Terminal server farm with 65 servers; Jetro Cockpit Enterprise 3.6 SR1; 2 dedicated print servers (clustered), .print Engine