

Pharmaceutical Wholesaler Benefits from the Rx for Fast, High-Availability Printing

Jacoby GM Pharma manages Citrix printing processes at its six sites with ThinPrint Engine and ThinPrint Hubs.



Jacoby GM Pharma is an Austrian pharmaceutical wholesaler headquartered in Hallein, Salzburg. It has an additional 5 other locations throughout Austria. The 380 employees generated a turnover of approximately €370 million in 2017.

The entire IT environment at Jacoby GM Pharma is virtualized using Citrix solutions and is organized via the company's own data center. When the company introduced Citrix many years ago, one weak point became apparent which was that the print output was slow.

"For example, when colleagues prepared a parcel for shipment, they had to wait 3 to 5 seconds for the printed label," recalls Bernd Hirschlinger, a member of the IT department. "3 to 5 seconds doesn't sound very much, but it matters with our large number of parcels. With ThinPrint, the

waiting time was reduced to almost 0 seconds and data compression of documents is often 70 or 80%."

At the end of 2012, the printing environment was set up with the ThinPrint Engine and all printing processes were transferred to a central print server in the company's data center.

Initially, bandwidth and ThinPrint's print data compression technology was an important factor for using ThinPrint, but then the solution was also used for printing in the data center, where there was plenty of bandwidth, Bernd Hirschlinger said. "Management is simply better with ThinPrint".

In spring 2016, ThinPrint Hubs were introduced to all branch offices. The device, launched by ThinPrint in 2016, complements the ThinPrint Engine. It

connects printers in branch offices in an easy plug-&-play manner and without any IT know-how required on site. At Jacoby GM Pharma, two ThinPrint Hubs are used at each site to ensure high availability. If one ThinPrint Hub encounters an issue, the other simply takes over. However, this has not been necessary so far. Bernd Hirschlinger said: *"We've been using the ThinPrint Hubs for three years now and they have never once failed"*.

The printers at Jacoby GM Pharma are rolled out automatically. *"The administration of the print environment by the ThinPrint solution really is perfect,"* says Bernd Hirschlinger, adding that management has been outsourced to a server. At the company, approximately 91,000 print jobs a month run via the ThinPrint solution. In addition to documents from the accounting department and normal Office documents, labels and freight documents are also printed. The controlling department uses the



Bernd Hirschlinger,
Member of the IT department.



solution's tracking component to evaluate printer utilization and print behavior.

Something that is still printed without a ThinPrint solution is the print volume from an ERP application developed in-house. Previously, this was streamed directly to the printers. But ThinPrint is also useful here, as in the future PDF documents will be created from the ERP application, which will also be printed via ThinPrint.

For the IT department at Jacoby GM Pharma, downtime is an unfamiliar concept. The technicians are currently moving the entire infrastructure to Windows Server 2016. Next year, they also plan to introduce user-authenticated printing, available with ThinPrint's Personal Printing and a vein scanner. Mobile printing, possibly in combination with user-authenticated printing, is also on Bernd Hirschlinger's to-do list. And there is another task that the IT staff want to tackle – print server high availability. According to Bernd Hirschlinger, since Windows Server 2012, and with Windows Server 2016, there have been no more print clusters that guarantee high availability even when printing. Here too, ThinPrint offers a solution with server clustering and dynamic resource distribution. Bernd Hirschlinger continued *"We are going to implement high availability. Many people say that you can do it, but you don't have to. Our IT department takes the approach that we want to do it and we will do it."*



ABOUT JACOBY GM PHARMA GMBH

- › Turnover 2016: approximately € 365 million
- › Employees: approximately 380
- › Locations: 6 – Hallein, Braunau, Klagenfurt, Innsbruck, Salzburg and Hohenems
- › Stock items: approximately 30,000
- › Inventory: approximately 3 million packs
- › Stock movements: approximately 170,000 packages per day
- › Availability: 99.1%
- › Error rate: 0.1%
- › Processing time per order: approximately 15 minutes
- › Vehicle fleet: over 35 owned trucks up to 3.5t
- › Fleet mileage: approximately 1.8 million kilometres per year

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ABOUT THINPRINT

ThinPrint, with nearly 20 years of continuous development and internationally patented ThinPrint technology, is the leading provider of print management software and services for businesses. In 2015, ThinPrint acquired ezeep, including its native cloud printing technology, which has since become the leading printing solution for coworking and shared workspaces. With these two strong product lines, ThinPrint delivers a unique printing experience for every modern workplace. Whether printing from traditional PCs, mobile devices, thin clients, virtual desktops, or from the cloud, over 25,000 companies across all industries and of all sizes optimize their printing infrastructure and increase productivity thanks to ThinPrint. In addition, more than 100, and growing, Desktop-as-a-Service, and Software-as-a-Service providers deliver reliable, high-performance printing from the cloud to their customers. Investment in ThinPrint printing solutions leads to a fast ROI because the easy-to-implement and manage print systems reduce the burden on IT departments, result in significant performance improvements while ensuring optimal, reliable print support at every workplace. ThinPrint's technologies and components enable its use in almost any infrastructure and take into account integration of branch and home offices as well as mobile employees. The solutions are developed and rigorously tested at ThinPrint's headquarters in Berlin – software Made in Germany. Offices in the United States, the UK, Australia, Japan and China, as well as more than 350 channel partners around the world offer direct and on-site customer care. Thanks to numerous OEM partnerships, ThinPrint technology components are integrated in a variety of printers and thin clients from leading hardware manufacturers. Special significance is placed on the strategic partnerships of the company with Brother, Citrix Systems, Fujitsu, Fuji Xerox, Hewlett-Packard, IGEL, Konica Minolta, Kyocera Mita, Lexmark, Microsoft, MobileIron OKI, Parallels, T-Systems, VMware, Wyse Technology, Xerox and 10Zig.

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