



Aristacare Health Services

ScrewDrivers® eliminates printer mapping issues, saving Aristacare's IT staff tremendous time and improving user experience.

About Aristacare Health Services

Aristacare operates two print servers supporting 170+ printers. The four IT staff have a multitude of environments to support including Microsoft, VMware, and Workstation. With limited bandwidth, it was important to keep printing operations running smoothly across the entire company.





The Situation

With over 170 printers across 2 print servers Aristacare's IT staff had their work cut out for them. Working in three different environments, Aristacare chose to use group policy as a means to support and map all of their printers. Although group policy initially was working, the staff soon realized that it was not a dependable solution when it came to mapping printers.





The Challenge

Mapping printers through group policy ended up not being a perfect solution for Aristacare. They found that group policy tended to extend the logon times, making it difficult to setup users with specific printers. Printers could take up to 30 seconds to appear under the control panel. To make matters worse, printers would sometimes not map at all. Using group policy for printer mapping was becoming too inefficient for Aristacare.

Specs

-  501 - 1,000 end users
-  4 IT staff
-  170 printers
-  2 print servers

Benefits

-  Improved user satisfaction and productivity
-  Reduced support effort and cost
-  Increased printer availability
-  Improved printer assignment flexibility



Problem Solved

The Evaluation

Once Aristacare could no longer put up with the unreliability of mapping and supporting printers with group policy it was time to find a new solution. After finding and testing ScrewDrivers®, Aristacare knew they had their solution. Adding ScrewDrivers® helped Aristacare to map printers easily, cut down on help desk tickets and increase end user satisfaction.

Printer assignment is very flexible using ScrewDrivers, having the ability to set Admin assigned printers and also allowing users to select from a list of printers for self-assignment is very flexible.

- Systems Admin, Aristacare Health Services

The Tricerat install for ScrewDrivers was very straight forward and we were up and running in a very short period of time.

- Systems Admin, Aristacare Health Services

The Results

Aristacare Health Services initially deployed ScrewDrivers® to 100 of their 170+ printers. They quickly saw their mapping issues become a thing of the past. Printers were available immediately when users logged in and users experienced reduced login times. This allowed their IT staff to focus on other issues as their time has been freed up tremendously.