



SC Systems dramatically reduces their help desk call volume by 20-30% with ScrewDrivers®.



INDUSTRY

Managed Services

SPECS

500-1,000 employees
22 locations
VMware VDI
30 users on 2 servers

PRODUCT(S)

ScrewDrivers®

SUMMARY

Tricerat worked with the project management office to coordinate their printing solutions.

After partnering, collaboration on both sides resulted in:

- Simple install and configuration
- Reduction in help desk calls by up to 30%
- Decrease in managing license overhead

ABOUT SC SYSTEMS

SC Systems is an MSP based out of Alberta, Canada with a collocated datacenter in Edmonton. They have clients across 22 cities. Their target market has predominately been nonprofit, however, they've begun to do a significant amount of work in the financial services industries. Their services span from managed IT, professional services, and managed cloud services.

SC Systems pride themselves on enabling their, "clients to do business better by providing the right technology advice, products, and services that meet the needs of their organizations."

THE SITUATION

Ryan Theriault works in the project management office at SC Systems. He helps coordinate the implementation of solutions for clients. This includes specifying the desired configuration for their printing when moving to their managed cloud platform. Most of SC Systems' clients are 10-30 user offices with 1 to 2 servers running VMware virtualization. Most of their clients use installed applications either locally or on a remote desktop server environment and some of their clients use web applications.

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- Project Manager at SC Systems

THE CHALLENGE

SC Systems' clients that use remote desktop environments typically run into issues of degraded print performance. There is also a lot of end user confusion with having dozens of "session" printers to choose from without being able to identify which printer is their own. Clients were prone to printing to the wrong session printer, or having to wait for extended periods of time for larger print jobs to arrive on their local printer from the cloud services. With some applications this could result in application instability and even degrade the user experience when using a hosted cloud desktop. Dealing with print management issues had approximately taken up 20% to 30% of Ryan and his team's call volume.

ABOUT TRICERAT

At Tricerat, we believe IT admins should have more time to spend on strategic and meaningful company initiatives, rather than mundane tasks.

Our mission is to simplify the lives of IT admins by automating the everyday, routine tasks associated with managing a trouble-free user experience.

We accomplish this by delivering dependable, easy-to-use software tools along with personalized, world-class support and service.

THE EVALUATION

Upon determining that it was time to find a solution, Ryan and his team tested a third party print solution. They were dissatisfied with this other solution for two major reasons. First, their licensing mechanism for MSPs is cumbersome and time consuming. Ultimately it would eventually lead to a poor end user experience as there are delays in adding additional users. Secondly, their customer service and technical support was not nearly the quality provided by Tricerat. It also helps that Tricerat has localized support, which not only benefits SC Systems, but also their clients.

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THE SOLUTION

Ryan had a successful and pleasant experience with Tricerat's ScrewDrivers® at a previous job, so he immediately gave Tricerat a call. The support team at Tricerat happily helped on the initial install of ScrewDrivers®. From there, Ryan was able to customize the solution independently in a timely and effective manner. Some of their clients had complex environments which involved some configuration help from Tricerat, but beyond that they were up and running without any intervention at all. As they continue to roll out ScrewDrivers® to clients, SC Systems has been able to work with Tricerat's support team on creating specific builds to accommodate all of their clients' environments. ScrewDrivers® has benefited SC Systems and their clients by reducing 20-30% of their help-desk calls, which were related to printing. In the end, it has allowed their clients to focus on their everyday tasks.