



Customer study - STRABAG

With Cirrato One, Austrian construction giant STRABAG uses one server to manage printing on 6,500 devices worldwide.

It has been 180 years since the foundation of what is now one of the largest construction companies in Europe. The Austrian company has grown slowly but steadily throughout the years and held various names before becoming STRABAG in 1930.

Thomas Strohmayer started his career at STRABAG in 2003, right around the time the company heavily expanded its international presence. His first position was Service Technician, providing support to customers. He has grown with the company and five years ago, Thomas joined the International Client Development (ICD) team.

Today, he is the Head of Printing Solutions in the ICD team, a team that exists of 9 people in total, each with their own area of expertise. They design and develop anything related to software and hardware used by more than 20,000 clients working at STRABAG locations around the globe.

When Thomas joined the ICD team, his first task was to evaluate new printing options. The company was moving from a Novell environment to Microsoft and as part of that process, printing would change as well. Thomas looked into Microsoft print servers but this would mean that they would require a large number of them, as there were 250 print servers set up at that time with a growing need for more.

The ICD and Hosting wanted to find something different so he started investigating printing solutions. "We checked the whole world for a solution that would work in the STRABAG network and we found Cirrato. We thought it was a good looking, interesting product and so it began," says Thomas.

Testing at STRABAG started the end of 2012. "We needed to move fast because we were also moving to the Microsoft environment. It was necessary to find a solution for printing so the decision was made in a few months," says Thomas. During two months Cirrato was setup in a test environment with 4 administrators and 60 users around the globe.

"The experience was really good because Cirrato spent a lot of time on us and helped in the first phase where we tested and checked Cirrato. So we could get a good overview of what we could do with the solution. The feeling was really good. A fine experience for us."

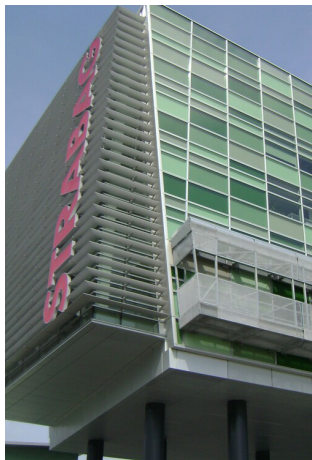
So the decision was made to move forward with Cirrato and one year after the testing started, the solution was fully deployed. "For two years now, Cirrato has been running at STRABAG as the only printing system. This means that we have no other printing solutions in our environment of 6,500 printers. We have a volume of 150,000 print jobs per day, managed by one Cirrato server."

Facts & Figures

- 500 locations
- 20,000 users
- 6,500 devices
- After implementing Cirrato, 250 print servers were removed
- 10,000+ print queues managed centrally by one server
- Drivers and settings need to be uploaded only once
- Server and database reside in Austria
- 150,000 print jobs are submitted a day

“To administrate and make changes on every printer server. To upload drivers and update them. Try to find another solution to do that automatically. With Cirrato that is really easy. Upload the driver and it is at a central location. For this company, that feature has a really positive effect.” Thomas Strohmayer, STRABAG

It was not entirely flawless though. When Cirrato was first deployed after testing, there was a big problem where some print jobs came out with a delay. “We were growing fast. We went from 1,000 printers to 6,000 printers in nearly three months. The configuration in the Cirrato server was adjusted and there was no negative feedback after that. But this is something that could happen.” After that instance the Cirrato server has managed printing without issue. “When everything is working, you have no problem as a user so we never hear anything. So for us that was really good feedback.”



There was also the decision to make one big change in the printer naming convention. Thomas wanted to start using the same naming convention for every printer on the network. This was initially a hard adjustment for users, also because it required them to install printers using these new names. Installing printers was something they previously did not do themselves. Special project groups were appointed to handle this

change for renaming the printers. They also assisted the users and after a couple of months, people began to see the positive side of the change.

Cirrato also played a role in that with an end user toolset. “The user now has a tool, called Cirrato Search, where they install printers themselves. They do not work with any other product, because they know how Cirrato works. For remote users as well who are travelling a lot. They can go to the printer, see what it is called and install it. In Russia, Germany, Switzerland, where ever they are.” The tool allows users to search for printers based on keywords and install one or multiple printers with a single click. Helpdesk intervention is not required when installing or deleting printers. It is hard to determine the precise impact of Cirrato on the helpdesk. Not only because the number of employees grew but also because the old ticketing system was not integrated.

When changing the environment, the ICD team also integrated the helpdesk, so that every country would be using the same ticketing system. Thomas comments: “It is my feeling that the tickets are less than before with the old printing environment. We do hear of some problems but then they are really small problems. And if you think that more than 20,000 clients are using Cirrato, I think it works really well.”

Thomas likes the Cirrato way of printing. “Not to use spool servers is really helpful for us. One server means a lot less configuration and a lot less administration. To have one central system, where we can make one configuration for all printers in the company. But also for driver deployment and driver updates on the print queues from on a central point. This is a really good thing.”

Without Cirrato, STRABAG would need a minimum of 250 print servers. “To administrate and make changes on every printer server. To upload drivers and update them. Try to find another solution to do that automatically. With Cirrato that is really easy. Upload the driver and it is at a central location. For this company, that feature has a really positive effect.”

Due to the many acquisitions, the STRABAG print fleet has a mix of printers with more than 400 different models. Every brand is represented in one of the many countries, companies and buildings around the globe. With Cirrato managing the configurations and drivers is done centrally for all. Typically there are a number of queues per printer, to offer a choice of for example monochrome or color printing.

There are more than 10,000 active printer queues for 6,500 printers, all managed centrally with the single Cirrato server. STRABAG does have another server where its SQL database resides, for backup and redundancy. Both the Cirrato server and database server are located in Austria.

Print solutions help organizations to manage and control printing. Cirrato was chosen to do this job at STRABAG. As part of a big change in the company, Thomas turned around how people were printing and ended up making printing easier for all employees. But more importantly, he chose a solution that helps manage a distributed and very large printing fleet from one single location with one single server. Now up to the next challenge...

About STRABAG

STRABAG SE is a European-based technology group for construction services, a leader in innovation and financial strength. Its services span all areas of the construction industry and cover the entire construction value chain. STRABAG creates added value for its clients by its specialized entities integrating the most diverse services and assuming responsibility for them. They bring together people, materials and machinery at the right place and at the right time in order to realize even complex construction projects – on schedule, of the highest quality and at the best price. The hard work and dedication of 73,000 employees allows them to generate an annual output volume of about € 14 billion. At the same time, a dense network of numerous subsidiaries in many European countries and, increasingly, on other continents is helping to expand the area of operation far beyond the borders of Austria and Germany. More information is available at www.strabag.com.