

TEAM Software Helps Clients Increase Workflow Efficiency using UniPrint Infinity



Company Overview

Location: Omaha, USA

Industry: Cloud Hosting

Platform: Citrix

Number of Users: 9800

Remote Locations: 1

THE ORGANIZATION

For almost 30 years, TEAM Software has been developing innovative and industry-specific software solutions for building service and security contractors throughout North America.

Its fully integrated, cloud-based ERP system provides leading edge financial, operations and workforce management components that work together to streamline business processes and deliver a complete picture of profitability for their clients.

Given the company's deep roots in the building service and security industries, TEAM Software has unique insights into the challenges facing contractors in a competitive market.

Across the U.S., Canada and the Caribbean, end users rely on their enterprise cloud solutions to automate back-office functions and support field-based operations.

"The industries we serve have heavy HR needs without a lot of operations personnel to do the work, so anything we can do to automate or simplify processes is important for our clients," noted Wynn Fangmeier, TEAM Software IT Analyst.

To support their heavy client Windows-based system, TEAM Software utilizes a Citrix environment that facilitates centralized management and application access from offices, field sites and other remote locations using a wide range of devices.

THE CHALLENGES

Having originally spun off from a building service and security contracting company in 1989, TEAM Software understands its clients' need for business process automation, including printing, without complex infrastructure or IT headaches.

Contractors require the ability to print everything from basic documents, weekly schedules and job site reports to customized documents such as paychecks and tax reporting forms. They need consistent access to stable printing and accurately formatted documents no matter where they are – at the office, in the field, on the job site or at home.

When TEAM Software decided to bring their Windows-based product in-house, network administrators knew that printing could be painful in a Citrix environment. They were keen to find a print management solution that would support clients' varied and customized printing requirements without draining the team responsible for providing IT support.

Bob Pelzer, TEAM Software's IT Manager, recalled, "With a small IT team, if we had to be



“ The support that UniPrint provides is very good, and they're usually able to solve any problems over the phone. ”

Bob Pelzer, IT Manager

solving printing problems all the time we wouldn't be able to do anything else,"

Without a robust universal printing solution that worked seamlessly across the expanding network, the IT team knew that printer driver incompatibility issues were going to strain internal resources and interrupt client workflow.

THE SOLUTION

In 2004, while looking at different solutions, UniPrint was chosen to solve the printer driver incompatibility issues and relieve printing pain in the Citrix environment. TEAM Software was impressed with UniPrint's solution and their responsive support from the start.

It simplified print management and delivered consistent, reliable printing for the company's growing client base.

"With so many opportunities for printing problems, UniPrint makes it easier for us to do our work, keep our servers running and keep our clients happy," said Pelzer.

Network administrators experienced painless deployment, and UniPrint's patented PDF-based Universal Printer Driver (UPD) technology enabled them to centralize printer management with a single printer driver recognized by all printer makes and models.

Fangmeier commented, "UniPrint takes away printing pain and stress for our IT helpdesk. It's simple for tech support to install, and our clients know it's just going to work."



“ With UniPrint, it's so much easier to troubleshoot with one solution versus trying to fix a problem on 6,000 different types of printers. ”

Wynn Fangmeier, IT Analyst

THE BENEFITS

TEAM Software's clients appreciate UniPrint's simple interface and ease-of-use, and they are consistently able to print from any device at any location to their nearest chosen printer.

As operating systems evolve and printing requirements change, the IT team continues to work with the professional technical support team at UniPrint to ensure TEAM Software clients can print documents easily and accurately, in compliance with legal and regulatory requirements as needed.

Pelzer commented, "Our customers appreciate our ability to work with UniPrint to simplify back-end processes and resolve issues so they can remain focused on their business."

Key Benefits include:

- Solves printer driver incompatibility challenges
- Simplifies printer management across the IT environment
- Consistent access to stable printing
- Able to print from anywhere, anytime, at any location
- Print effortlessly across the network
- Streamlined workflow for IT helpdesk
- Client trust and satisfaction

Visit www.uniprint.net for a **FREE** 30-day product trial.
For further information, e-mail sales@uniprint.net

