

CASE STUDY

Estes Mobilizes Citrix & IGEL Printing with Tricerat and XenTegra

Leveraging Tricerat's cloud printing solutions and XenTegra's IT expertise, Estes Express Lines overcame significant challenges in enterprise print management in a complex Citrix VDI environment.

About Estes Express Lines

Estes Express Lines, a leader in freight transportation and seamless logistics, faced escalating printing issues that hindered team productivity and core enterprise operations.





To drive seamless and efficient processes across a vast network, Estes sought a scalable print management solution and expert implementation for their complex IT infrastructure and workflows.

The Challenges





In a Citrix VDI environment using IGEL Thin Client OS terminals, Estes grappled with managing print operations. Multiple users logging in and out of the same IGEL terminals resulted in:

- **Print Driver Assignments:** Incorrect print driver assignments due to complex Group Policies frequently resulted in print workflow and end user disruption.
- **Default Printer Configurations:** It was difficult to set default printer settings for important workflows, causing disruptions due to the wrong printer set as default. This wasted both users' time and valuable printing materials, such as labels and non-standard paper types.
- **Print Spooler Crashes:** Regular print spooler crashes disrupted daily operations and increased IT admin workload, affecting overall team productivity and costs.

Specs

-  Citrix VDI environment
-  IGEL Thin Client OS terminal
-  Multiple user access points
-  Advanced print needs (work orders, caution labels, etc.)

Benefits

-  Streamlined print management processes
-  Enhanced stability and reliability of print operations
-  Reduced IT admin overhead and user disruptions
-  Enabled future readiness for cloud-based migrations



“ [ScrewDrivers Enterprise] is one of the best products I’ve ever bought!

— Jerry Johnson, Citrix and SCCM Administrator

ESTES

The Solution

To address Estes’s critical printing challenges, Tricerat in partnership with XenTegra, deployed ScrewDrivers® Enterprise, a comprehensive printing experience platform.

The key components of the solution included:

1. Deployment and Management

ScrewDrivers® Enterprise facilitated the deployment, management, and support of print server printers and Direct IP serverless assignments. This reduced the complexities associated with print driver assignments and default printer configurations, streamlining printing across numerous internal applications.

2. Advanced Virtual Driver

ScrewDrivers® virtual driver addressed specialized print workflow requirements by delivering a manufacturer-agnostic print driver, with an industry-first ability to stream native print preferences with zero driver requirements on the endpoint.

3. Consultative Partnership

XenTegra’s expertise in VDI and endpoint management solutions played a key role. As an award-winning IT services and solution provider, XenTegra offered Estes a consultative partnership for efficient problem-solving and strategic planning for future migrations to Cloud-based Azure environments.

The Results

The partnership between Estes, Tricerat, and XenTegra resulted in:

- **Efficiency Boost:** Print queue crashes and driver issues were resolved, streamlining operations.
- **Improved Experience:** Users enjoyed stable printing.
- **Future-Ready:** Collaboration ensured readiness for extended cloud migrations in the future.

By employing strategic partnerships and targeted solutions, Estes enhanced operational efficiency, user satisfaction, and set a strategic path for future IT advancements.

Learn more about how Tricerat and XenTegra can help you!

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