

### *Project Report Pöttinger Landtechnik*

## Output Management for Citrix Terminal Server and Mobile Devices

**At Alois Pöttinger Machinery in Grieskirchen, Germany – a SEAL Systems customer for years – a project for optimization of print output was implemented in a centralized IT infrastructure environment. Besides the print processing, also the administration and the monitoring had to be improved.**

**With the software modules from SEAL Systems an ideal solution could be realized.**

### The Requirements

During Windows and Citrix print processing and administration often there were performance problems and incompatibilities between different printer drivers. This led to an inefficient administration with many breakdowns. The printer specific drivers for the various desktop and multi function printers (MFP) were not always compatible with the Citrix environment.

Another complication was the use of different printer types and models with separate printer drivers. This caused a hardly manageable variety of drivers. From the headquarter Grieskirchen all service tasks are done for the different subsidiaries and locations. The target was a “central system with decentral organization”. Therefore the reorganization of IT support for print output management was also part of the project.

### The Challenges

In the first step of the consolidation project a homogeneous printer environment should be created. During this attempt, it turned out, that this approach did not really reduce the number and variety of drivers, because the printer manufacturers had too many different types and models which needed special driver versions. In addition there were many complex printer driver menus with confusing functions, which were not accepted by the users.

Furthermore the administrators of the IT infrastructure had an ongoing problem to correct. The automatic mapping of the Windows print servers to the respective Citrix session had not the required system reliability.

As an ideal solution a way for standardized operating and processing was searched without losing flexibility. The support of hardware specific features of all printer models should be guaranteed.

### The Solution

SEAL Systems offers PLOSSYS® netdome, a holistic Output Management System (OMS), that can be used by all enterprise divisions or IT systems. Some years ago the Pöttinger Company had decided upon an SAP process output for integrated production control with PLOSSYS netdome from SEAL Systems. In this solution the SAP production order, consisting of forms and lists with associated work instructions and CAD drawings, is compiled to a complete output job automatically in the correct sequence.

PLOSSYS netdome offers even more possibilities moving forward. All applications in the company can be connected with coordinated output channels. This leads to a standardized and economic print infrastructure for all enterprise divisions. PLOSSYS does the data preparation (conversion, stamping, scaling), the spooling, and control of the output channels (printer, plotter or electronic output methods).

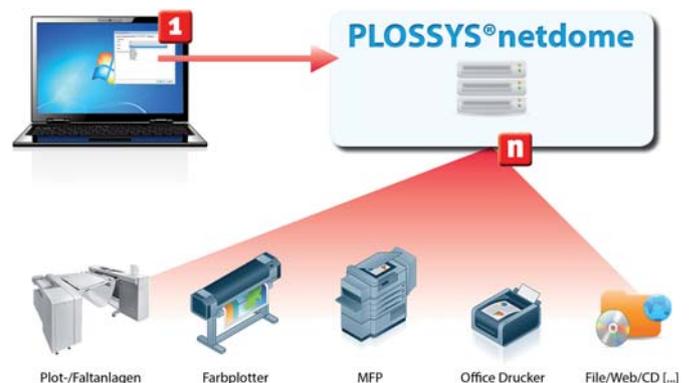
The output management system processes all data formats from all connected enterprise-wide applications (ERP, host systems, web applications, Windows® and Office, digital archives, DMS, PLM, and CAD) and cares for a smoothly, optimally controlled output on all output channels. In addition it offers a lot of functions around all aspects of print infrastructure and processes.

### Output Management for Terminalserver Environments

PLOSSYS netdome is ideally suited for embedding of a central print server into XenApp-/XenDesktop environments, without direct installation of printer drivers on the terminal servers. All physical and virtual desktops and the terminal servers will work without native printer drivers, because there will be only one virtual printer driver called SEAL MasterDriver.

The MasterDriver is a **Microsoft-certificated Universal printer driver**, which was developed by SEAL Systems for optimal control of all device types of all manufacturers. It consists of one single driver package, which can be adapted to customer-specific requirements (the Microsoft certification stays valid). By configuration the MasterDrivers supports all device-specific output options.

The **transfer of the print jobs** is done bandwidth optimized, compressed and encrypted. PLOSSYS netdome supports 32 and 64 bit components in all combinations, for example 32 bit print server mixed with 64 bit XenApp servers or 64 bit desktops with 32 bit servers.



The implementation and administration of the complex print environment could be simplified significantly, with just a few mouse clicks. Now complex changes can be quickly and successfully done, for example installation of printers and network output devices, implementation of new printer drivers or updates. Client printers can be imported, created or copied on the basis of pre-configured templates.

The efforts for printer queue administration is significantly reduced this way.

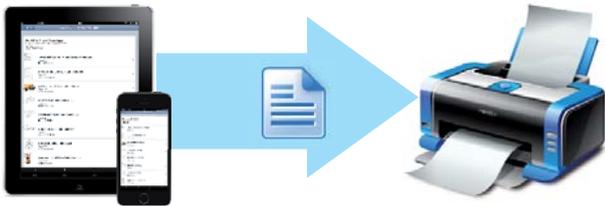
The **central monitoring console** offers a clear, graphical overview about the complete print environment at any time.

### Extended 24/7 Support

The central output management is embedded in production and business processes and therefore it is considered as a process critical application. This led the decision about an extension of the existing support level to 24/7 to ensure production.

So the central IT department in Grieskrichen has not only the sophisticated monitoring for PLOSSYS netdome, but also has access to the experienced SEAL Systems support team at any time.

The Pöttinger group also uses PLOSSYS for a secure **connection of mobile devices to the print infrastructure.**



It is possible to print from any mobile device to every printer in the company. For this an application (iOS/Android) is installed on the mobile device. A simple print output is then possible to all available devices in the output management.

### Summary: Project targets achieved – high economic benefit

Through a simple extension of the existing PLOSSYS netdome installation with the new modules the SAP process printing was expanded to a „Corporate Output Management“.

The use of the SEAL MasterDriver as a generic printer driver with optimized device control stopped the variety of drivers, and the conflicts in the Citrix environment. All devices can now be controlled with this Microsoft-certified standardized driver without losing specific functionality. To achieve this, the SEAL MasterDriver was adapted together with the customer and provided to all Windows and Citrix clients.

After successful productive use, all print jobs are prepared and distributed by the central output management system. About 800 Citrix users print with PLOSSYS netdome to currently 500 multifunction printers. Through the replacement of the redundant Windows print servers, essential savings could be achieved.

The output management works also in load balancing and failover mode and ensures the complete availability of the print processes.



### About Pöttinger Landtechnik

With a yearly turnover of 314 million Euro PÖTTINGER is one of the worldwide leading agricultural engineering producers. Since more than 140 years the family-run company works to achieve the success for their customers with innovation, dedication and proven quality. The enterprise focuses on customer proximity, which essentially influences the development of innovative products with best possible price and performance benefits.

During product development, PÖTTINGER focuses on cost-effectiveness, soil and crop protection, intelligent technology and aesthetic designs. According to the different customer requirements, there is a wide range of products (mowers, tedders, swathers, loading wagons, plows, cultivators, seeder machines, etc.).

Pöttinger naturally has close links with its home market in Austria. But the success came through the consequent international expansion. Pöttinger Landtechnik is successfully present in 62 countries all over the world.

Through the new SEAL systems solution the Pöttinger group is independent to decide upon any future printer leasing and can use the most economic hardware solution without concerning technical aspects! The usual „mixed operation“ mode between two leasing contracts can be efficiently and transparently reduced or even finished after a transition period.

**Do you have any questions?**

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