

# Lufthansa Technik AG

Transparently migrating 12,500 employees from Novell iPrint while eliminating print servers.



Lufthansa  
Technik

## CHALLENGES

- Seamlessly migrating 12,500 users without disrupting print services.
- Locate and implement one solution that provides centralized management, is simple for end users to use and able to reduce print-related help desk calls.
- Maintain the simplicity and performance of printing without a single point of failure.
- Enabling centralized management of printers across 10 distributed locations.

## RESULTS

- PrinterLogic enabled a two-person team to easily migrate Lufthansa Technik AG's 12,500 European employees off of Novell print servers without anyone noticing.
- With PrinterLogic, Lufthansa Technik AG employees can quickly and easily set up and print to the closest printer, no matter where they are—all without print servers.
- PrinterLogic provides Lufthansa Technik AG with a single pane of glass to manage all of its printers throughout all European locations.

Lufthansa Technik AG is the lead member of the Lufthansa Technik Group, encompassing 30 subsidiaries and more than 26,000 employees worldwide. The company's staff works at 60 line maintenance stations worldwide and handles nearly 1,700 aircraft inspections daily. When Lufthansa Technik AG's management decided it was time to migrate away from Novell iPrint, Lufthansa's IT team needed a solution that could enable a simple and seamless transition while ensuring the ability to cost-effectively scale in the future.

"With so many employees and printers distributed across Europe, it was critical that we find a print management solution that enabled centralized management," said Manfred Lapp, Project Manager at Lufthansa Technik AG. "And just as important, we needed a solution that wouldn't disrupt our users' regular print routines while we were migrating."

Lufthansa Technik AG determined that it needed a print management solution that was:

- Centrally managed
- Simple for end users to use
- Able to reduce print-related help desk calls

After evaluating nine different solutions, Lufthansa Technik AG created a shortlist of Microsoft's native printing tools, Cirrato's OnePrint, and [PrinterLogic](#). After testing, PrinterLogic emerged as the clear winner, and Lufthansa Technik AG selected PrinterLogic as their Enterprise Print Management solution throughout all of its European locations.

## Challenge #1—Seamlessly Migrating 12,500 Users Without Disrupting Print Services

When the time came for Lufthansa Technik AG to migrate away from their Novell print environment, they knew they needed a solution that would limit disruption to the print environment. Novell migrations typically demand significant project time for adding printers into the new environment and Lufthansa Technik AG needed to ensure this project did not disrupt business operations.

"The end users don't care about our decision to migrate away from Novell—they just need everything to keep working," said Lapp.

## SOLUTION

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PrinterLogic eliminated migration headaches by enabling the simple import of Novell printers directly into its management portal. PrinterLogic enabled the seamless migration of all printers without requiring significant time and resources on Lufthansa Technik AG's end, and without users noticing a change.

"It was truly a seamless process," said Lapp. "Our employees don't even know that this huge migration project even took place, and that's exactly how it should be."

### Challenge #2—Maintaining Simplicity & Performance, Without a Single Point of Failure

With 10 distributed locations throughout Europe, Lufthansa Technik AG needed a simple solution that would enable any Lufthansa Technik AG employee to quickly and easily print from any location.

And they needed a solution that would ensure consistent print performance to guarantee a superior print experience for the end user.

"Managing a print server migration is one thing, but ensuring that the new print environment makes it dead simple for users to print anywhere, anytime—that's a whole new challenge," said Lapp.

## SOLUTION

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The elimination of print servers removes the downtime caused by server failures, resulting in consistent and reliable printing across all locations. And PrinterLogic's simple user interface makes it easy for any employee—regardless of technical knowledge—to select and print to the nearest printer at any time.

"PrinterLogic's solution is so simple, literally anyone can use it," said Lapp. "And the elimination of print servers not only eliminates the single point of failure—but it has also dramatically increased our print performance by eliminating long print queues."

### Challenge #3—Enabling Centralized Management Across 10 European Locations

Lufthansa Technik AG needed a solution that would enable them to manage more than 2,500 printers without requiring frequent visits to each location. And since printing has a direct impact on Lufthansa Technik AG's ability to efficiently serve their customers, the ability to centrally manage its print environment has a direct impact on



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Lufthansa Technik AG's business.

"So many print management products still rely on distributed print servers, which introduce a single point of failure for print services," said Lapp.

## SOLUTION

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PrinterLogic enables Lufthansa Technik AG to manage all 2,500 of its printers across 10 European locations via a single console. Not only does this provide a single pane of glass to manage its entire print environment, but it also ensures print performance and reliability across all locations.

"To have a single view of our print environment dramatically simplifies our lives," said Lapp. "And knowing that there is no single point of failure gives us peace of mind."

### Conclusion and Savings Summary

With PrinterLogic, Lufthansa Technik AG was able to quickly and seamlessly migrate their entire European print environment from Novell iPrint without any service disruption to end users. Lufthansa Technik AG was able to increase the performance of their printing while making it easy for employees to print from any location—resulting in a significantly improved end user experience. And the company gained simple, centralized management of all of its printers.

By eliminating the need to deploy new print servers during its Novell migration, PrinterLogic saved Lufthansa Technik AG a significant amount in hardware costs. And the ongoing reduction in time and cost of dealing with frequent help desk calls adds to the rapid ROI.

"After evaluating nine competitive solutions and completing our migration, we can clearly say that PrinterLogic's solution is the best on the market," said Lapp. "It saved us money, time and frustration—all while improving print services for our employees."