

# German Health Provider Achieves a More Stable Printing Environment

Easy implementation and lower maintenance requirements for 5000 users across four locations.

PrinterLogic enabled German hospital system Saarland-Heilstätten GmbH (SHG) to replace its decentralized print management system with a centralized, PrinterLogic on-premise solution that simplified the print environment and reduced IT staff support requirements.

Anyone who has visited a health facility in recent years has seen first-hand the mix of digital and physical document management. On the digital side, care providers input patient information and care notes directly into a laptop or workstation, often with the patient in the room. On the paper side, providers often print forms, instructions, or prescriptions for patients to take with them.

To create those paper documents, providers and administrators expect to press a button and see their print documents appear at the closest printer station. Making that happen, however, requires tight network coordination and communication between workstations and print servers. If a hospital employee moves to a different room, a different floor, or a different unit of the hospital, the print network needs to adjust the location for their print jobs.

This is not just a convenience issue. Since printed documents can contain personal patient information, sending them to the wrong printer risks queue backup and non-compliance with GDPR and Germany health information regulations.

“Print seems like it is really simple if you’re a user because you press the button and it prints. So when something goes wrong people get hot tempered because they think it should be easy—and IT always agrees, it should be easy. But it can be very complex underneath,” says Ajanthan Arasanayagam, IT Security Project Manager at SHG.



## KEY STATS:

4 locations

5000 end-users

2000 printers

6 print servers



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## THE CHALLENGES

### Complexity, Integration, and Mobility

The mobility of hospital staff was just one of the challenges SHG, a German four-facility hospital group, wanted to address in 2020 when it decided to upgrade its print management system. The hospitals had a total of 5,000 end-users accessing a decentralized print network from multiple locations and thousands of thin-client workstations—all with a locally installed printer driver on Terminal Server. Each hospital used a different print server configuration and a mix of printer management applications from Novell and Microsoft. Some of the installed printer management applications were outdated, and therefore unstable. Moreover, the effort of maintaining, updating, and debugging the printer drivers and software on the servers and the end-user client devices required three full-time IT system administrators.

“Debugging was horrible and even getting print drivers onto our virtualized thin clients was also time consuming, so we needed a central solution,” says Arasanayagam.



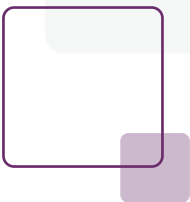
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## THE SOLUTION

### PrinterLogic by Vasion

The hospital group first considered improving how it used iPrint, Novell’s networked print service application, but found that solution difficult to optimize. The group also considered ThinPrint, but that option could not integrate with Dedalus, the organization’s hospital information system.

Ultimately, the SHG entered an agreement with PrinterLogic to deploy an on-premise print management solution. PrinterLogic appealed to the hospital group for its ease of deployment, seamless integration with the hospital information system, and easy debugging.

“We wanted a simple deployment for all locations in our environment, with centralized integration. It’s not easy to implement printer solutions because it must work with our hospital information system,” says Arasanayagam, “There are forms created for the hospitals. The printers and print queues must get the right forms and the right queue.”

## THE BENEFITS

# Less Labor and Retired Hardware

In 2020, SHG began the process of deploying PrinterLogic by examining and streamlining dependent processes that fed into its printer management solution. Once those dependencies were simplified, Arasanayagam says the integration and roll out to the first hospital in the group was “easy”—so much so that the organization was able to roll out PrinterLogic to more hospitals in 2022 without further integration support.

Ultimately the organization was able to retire six print servers and manage 2000 individual printers with PrinterLogic’s virtual print management solution. The organization is also delivering differentiated printer functionality to the individual hospitals based on their unique needs—all with a centralized management solution.

“It is stable,” says Arasanayagam, summing up the print environment in the hospitals now. “On the server side, the driver management was complicated with iPrint and Microsoft print servers we had before. Now we don’t need a lot of human resources for IT support. We had issues with printers in the past, with two or three IT team members who had to spend time debugging. Now it’s just a few minutes.”



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### Challenge 1: IT Complexity → Solution

The health organization includes four hospitals in different locations, each of which used customized configurations for its print servers. Multiple technology solutions from Novell and Microsoft added to the technical complexity.

PrinterLogic replaced the multi-server, multi-configuration environment with a centralized solution operating with a standard configuration.

### Challenge 2: Strict Integration → Solution

A hospital information system served as the core operational application for the organization; any printer solution needed to integrate with it so that all printed documents would leverage the hospital’s customized forms.

After an effort to streamline back-end print-serving processes, PrinterLogic easily integrated with the hospital information system in a low-effort deployment.

### Challenge 3: End-User Mobility → Solution

Hospital employees move around the facility during the day and so their print jobs needed to be routed to the printer closest to where they are at any given time.

PrinterLogic used centralized print queue and log-in session data to deploy the right job to the right print station.