



# Reference Tahoe Forest Hospital

### Challenges:

"In a vender diverse printer environment, we often see print drivers overwriting each other, and sometimes from even the same manufacturer. The result is that often the computer systems would hang or crash when someone prints, requiring IT intervention to either restart the service or the server." Tahoe Forest Hospital was looking for a solution to help relieve the problem of crashing terminal servers due to print driver conflicts.



### Solution – Read more about how Spin overcame his printing challenges

"Using ThinPrint as the virtual driver eliminated that driver overwriting issue and thus led to stability of our terminal server/Citrix environment."

Tahoe Forest Hospital installed ThinPrint into its infrastructure 6 years ago and currently has 1000 ThinPrint users. With Tahoe Forest Hospital using Citrix XenApp and thin clients, ThinPrint was easy to integrate into their current IT infrastructure.

Tahoe Forest Hospital has about 9/10 of its employees working on virtual desktops. With ThinPrint, employees are able to access the correct printer as easily as they could on their physical desktops.

Since ThinPrint was installed "we have moved from a Microsoft TS environment to a Citrix managed TS environment." ThinPrint has provided a stable solution and prevents servers from crashing, making employees and admins happy. ThinPrint has eliminated driver conflicts, saving on unnecessary administrative overhead and eliminated unstable print processes for Tahoe Forest Hospital.

ThinPrint offers simplified print management that is easy to administer. "We now have a smooth printing experience established. I am very satisfied with ThinPrint and the stability it has given Tahoe Forest Hospital."



#### ABOUT TAHOE FOREST HOSPITAL:

Tahoe Forest Hospital was founded on philanthropy and through continued generous community support, the region's only health system is able to offer a wide variety of programs and services.

Tahoe Forest Hospital is a not for profit rural health care facility and designated Critical Access Hospital. It is fully accredited by the Healthcare Accreditation Facilities Program and licensed by the State of California Department of Health Services.

[www.tfhd.com](http://www.tfhd.com)



*"ThinPrint has provided server stability in our printing environment, helping to save time and increase productivity."*

**-Spin Shaffer, IT Infrastructure Manager**

### Facts

Customer:	Tahoe Forest Hospital
Sector/industry:	Healthcare
Solution:	ThinPrint Engine
IT Infrastructure	Physical & Virtual Desktops, Citrix XenApp
Number of Employees:	1000
Number of Printers:	225



## Printing with ThinPrint

**Mobile Session Printing with iOS Devices-** ThinPrint Mobile Print enables iPad and iPhone users to print directly from any remote and virtual desktop session to local printers.

**Remote Desktop Printing-** ThinPrint is the leading print solution for environments utilizing Microsoft Remote Desktop Servers.

**Thin Client Printing-** With ThinPrint, businesses print perfectly even when using thin and zero clients, and employees receive their printouts in full quality on their local and network printers regardless of the actual print scenario in place.

**Printing with Macs-** With the ThinPrint Client Mac, companies seamlessly integrate Macs into their ThinPrint environment and experience the diverse benefits the print solution offers for the many mac models.

**Printing in VDI Environments-** With ThinPrint, organizations benefit from comprehensive print support, regardless of whether they have a print server or not in their VDI environment.

**Printing from Branch Offices-** With a centralized print concept, companies can allow branch offices to be easily integrated and radically reduce administration costs associated with time, hardware and bandwidth requirement as well as eliminate print servers in the branch offices.

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## ABOUT THINPRINT

ThinPrint, with 15 years of continuous development and internationally-patented ThinPrint technology, is the leading provider of print management software and services for businesses. Whether printing from traditional PCs, mobile devices, thin clients, virtual desktops, or from the cloud, over 20,000 companies across all industries and of all sizes optimize their printing infrastructure and increase productivity thanks to ThinPrint. In addition, more than 100, and growing, Desktop-as-a-Service, and Software-as-a-Service providers deliver reliable, high-performance printing from the cloud to their customers all due to ThinPrint. The investment in ThinPrint leads to a fast ROI because the easy-to-implement and manage print system reduces the burden on IT departments, results in significant performance improvements to the network while ensuring optimal, reliable print support at every workplace. ThinPrint technologies and components enable its use in almost any infrastructure and take into account integration of branch and home offices as well as mobile employees. The solutions are developed and rigorously tested at ThinPrint's headquarters in Berlin - software Made in Germany. Offices in the United States, the UK, Australia and Japan, as well as more than 200 channel partners around the world offer direct and on-site customer care. Thanks to numerous OEM partnerships, ThinPrint technology components are integrated in a variety of terminals, print boxes and thin client of leading hardware manufacturers. Special significance is placed on the strategic partnerships of the company with Citrix Systems, Fujitsu, Fuji Xerox, Hewlett-Packard, IGEL, Konica Minolta, Kyocera Mita, Lexmark, Microsoft, OKI, Samsung, VMware, and Wyse.