

# ACHIEVEMENTS

<b>Function</b>	<b>Wintel Infrastructure Manager</b>
Company	Atraxis Belgium
Period	2000-2002
Business case	<ul style="list-style-type: none"><li>• Pay per use network Printers</li><li>• Raise Performance of first page printed</li></ul>

## 1. Executive summary

Customers of Atraxis Belgium, a IT subsidiary of Swissair/Sabena Group would like to

- be invoiced at market price for a pay per use usage rather than fixed price.
- Have a average response time < 8s for first page printing.

## 2. Customer Challenge

- Adapt current services to what the customer is expected.
- Adapt printers model to the real usage
- Keep response time below 8 seconds for first page.
- Find adapted solution for > 600 shared printers.

## 3. Operational solution

- Use of 2 dedicated Wintel Print Servers in order to keep response time < 8s (one server for Deskjet one server for Lasers).
- Grab the event log at regular time in order to save Print Events into a centralized SQL DB using vbscripting (WMI/WBEM ...)
- Create monthly process of invoice from the centralized SQL DB information
- Setup alert and monitoring for warning/critical events on both Servers and Printers

## 4. Key success factors

- Be sure that every single print event is grabbed
- Keep history of print events in case of request by the customer
- Choose stable and proved solutions (ie Windows 2000 / Dedicated servers /SQL)
- Test and validate solution(s) (setup a test infrastructure, choose key users)
- Be focused on users satisfaction and delivery of information

## 5. Results and Return

- By splitting printers into 2 different servers, the print spooler service performance was dramatically enhanced.

### Reduce

- IT Service calls (users) by 25%
- Services interruption by 50% during working hours
- Number of Printers intervention by 17%

### Raise

- User satisfaction by 72%
- The match between real usage and printer model