Before Cirrato One it could take up to 15 minutes to print a three page document and the whole office was slowed down. Now it takes 21 seconds.

Celebrating its 60 year existence this year (2014), L&N Federal Credit Union is a well-established phenomenon for business and personal financing in the state of Kentucky. While initially started to serve the workers of the L&N Railroad, it has now expanded to offer its services to the Louisville Metro, South Eastern, and Northern Kentucky areas as well as some surrounding counties.

To serve people is the main focus of L&N. Its mission statement is to bring people together, to enrich their quality of life, and "build permanent relationships." This does not just apply to customers. L&N is always looking for solutions that make it easier for their growing number of employees to do their jobs. The satisfaction of their currently 250 employees are a key driver in finding new and better ways to work.

Jennifer Armstrong, Network Specialist at L&N for 13 years, joined the company right out of college. She held various positions, always in IT, and in her current role she is responsible for dealing with every aspect to do with the network, including servers, printing and Microsoft Share-Point. Her team exists of 3 people including herself and the entire IT department has 13 people total managing technology related aspects. They take care of every day operations, core banking software, mobile deposits and banking, internal documents and the data warehouse. Jennifer and her colleagues just finished a PC 'refresh' and put in 300 new PCs. They also started printing debit cards in house. Adding another service to the customers of L&N by allowing them to take home their banking card straight away after opening an account. One side is adding service, another is solving problems. One of the problems the IT department faced was a significant delay in processing print jobs and reduced bandwidth, which impacted employee productivity. Also for those who were not printing at all as printing was slowing down the entire network.

The delays were caused by the printing setup. One print server, located in the South location was handling all network laser printers, meaning that all jobs from any branch office would 'travel' to this location and back again. During this process, the document would grow in size, impacting the bandwidth even further.

Results

- L&N reduced its printing speed from 15 minutes to as little as 21 seconds.

- Network traffic is reduced by 90% for printed documents

- 66 network printers are managed by Cirrato, drivers are updated centrally

- IT no longer receives calls for documents taking long to print

In some cases a 3 page document would take 15 minutes or even longer to be printed. Jennifer and her team tried updating print drivers, but that did not improve the speed. "Typically we print large PDFs such as loan documents and Carfax reports. We started getting calls about the reports taking a while to print. We found one way to work around it by sending it to a printer without a universal print driver. It would then print one page, pause for a couple of minutes, then print the second page and so on until the job was completed."

The issue required a solution and a google search for 'network traffic' brought up Cirrato as the first result. After checking out various offerings, Jennifer got in contact with Cirrato. Conversations with the inside sales team confirmed that Cirrato One could indeed help reduce the network traffic. "We did testing on printing pages to various printers. Printing to a HP LaserJet 4250, a document took 9 minutes to leave the printer queue and start the print job to the printer. Once it left the queue it took 2 minutes to actually print. Sending a carfax report also to the same model via the old print server, the file took 2 minutes and 24 seconds to print. Printing the same two document to the Cirrato printer the documents took 21 seconds to print."

Jennifer continues "There had also been several reports of slow printing from documents coming from DocQ. Some help desk tickets stated that a single page document grew to over 20MB before printing from DocQ. We tested printing the 16 page New Member Packet disclosure. Printing via the old print server printer, it took about 20 seconds to load and then another 46 seconds to finish printing. When printing the same document to the Cirrato printer, it took 8 seconds to load to printer and then 30 more seconds to finish printing. The testing that we did, proved very beneficial for our branches."

Thus it was decided that the 66 network printers would all be managed by Cirrato. The last branches have just been moved over to Cirrato. In order to ensure a smooth transition, Jennifer installed the Cirrato files on the PCs after hours. A file that she custom created together with the Cirrato System Engineer helped install the drivers and the printer queues.

Each branch has its own batch file that runs on each PC. After this, Jennifer sent everyone an email asking them to switch to the Cirrato printer. This meant no more than a right click in the printer menu to set the Cirrato printer as default. Two days later she removed the network printers. This extra time is to make sure that every employee can print without problems, with one big difference and that is that printing suddenly is a lot faster. To ensure that people were satisfied with the new way of printing, Jennifer collected employee input. "All the feedback seems to be positive. People have reported that Carfax's take about 1 to 2 minutes to print now instead of 10 to 15 minutes like before. They also stated that large packages from DocQ were printing much faster."

The project of implementing Cirrato is now concluded with the last branch offices having moved over to the new Cirrato system. In addition to the increased speed and reduced network traffic, Cirrato also helps with the printer drivers updates. Jennifer can centrally manage this. Currently L&N uses a mixture of 32 bit and 64 bit print drivers. With Cirrato, the proper driver is always sent back to the user trying to print and makes sure that the print job comes out properly. Device management is another feature allowing IT to centrally manage all network devices. One time a device was shut down as the ink was out with all jobs accumulating in the queue. She then easily moved them all over.

Jennifer is happy with the solution. And with the service offered by the chosen supplier. "My experience with Cirrato is that they are prompt and helpful when needed. Overall, it has been a good experience." In the future L&N continues to further enhance their working methods. One of the next projects for Jennifer and her colleagues might be moving Microsoft SharePoint into the cloud. With the many next challenges right around the corner, Jennifer, her team and the other 247 people working L&N can rely on Cirrato for the quick printing of their documents. In that way contributing to the mission of making life easier for the people working for and working with L&N, for many more years to come.

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