

MGM MIRAGE

success story



www.hp.com

via hp Print Server Appliances,
MGM MIRAGE™
increases printer reliability
and manageability,
while reducing
administrative costs



background

MGM MIRAGE™ is an entertainment, hotel and gaming company with 15 casino and resort properties worldwide. The Las Vegas-based properties comprise Treasure Island, The Mirage, Bellagio, New York-New York, MGM Grand and the Golden Nugget, with a combined, comprehensive computing infrastructure supporting each property, and millions of customers each day.

In an ongoing effort to run optimal operations, MGM MIRAGE is always evaluating its staff's efficiency and seeking creative, cost effective solutions to maintain peak performance and deliver unrivaled customer service.

challenge

As Don Ikhtiari, Director of Systems Engineering at MGM MIRAGE, noted, "Printing issues have historically been taking a large percentage of our support staff's time. Our legacy Microsoft

Windows® NT print servers were getting near their end-of-life and reliability and general maintenance issues were increasing, thereby reducing printer availability and ultimately impacting many aspects of the business."

At the same time, the company had been making efforts to increase the number of departmental printers and migrate away from personal and workgroup printers. Ikhtiari explained, "Our objective was to increase reliability and manageability of the devices, while reducing administrative costs."

solution

The HP Print Server Appliance 4200 (PSA) is a state-of-the-art device for managing and monitoring printing over a network. It is a network device that has been designed to provide a quick and easy way to add print capacity.

In a typical network, general-purpose servers manage both the printing tasks

and the file/application serving. The PSA handles the spooling and network traffic associated with printing, reducing the workload on the general-purpose server.

A PSA installed in a remote office can dramatically increase printing performance by eliminating the need for print requests to travel from the remote office to the central site and back to a remote office printer.

"Our main attraction to the HP Print Server Appliance 4200 was its 'appliance'-style benefits. Primarily, these benefits are reliability and low maintenance, elimination of service pack and patch installations, and elimination of 'blue screens' and frequent reboots," commented Ikhtiari.

Today, MGM MIRAGE has almost 6,000 users printing via the deployment of 31 HP Print Server Appliances handling over 1,300 network printers.

results

Ikhtiar explained, "The purchase of the HP PSAs was one of the easiest decisions we have ever made. Depending on what was being replaced, the units paid for themselves in 10 months or less!

"The HP Print Server Appliances have proven to be a much more stable and simple solution than the legacy general-purpose servers. There are tremendous savings when compared to the purchase price, license fees, and support costs of a general-purpose server. But more importantly, the company's staff is spending less than half the time it used to managing printing issues."

The HP PSA utilizes NT domain security, also known as Microsoft NT Authentication and Authority, allowing administrators to easily authorize or restrict print administration and services to specific groups or users by using their existing username and password for an NT domain.



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The reliability and the capability to restore the PSA image, should a hardware failure ever occur, have gone a long way to improving the efficiency of the company's support staff. The event log provides detailed information on printer status and informative diagnostics. Plus, with the PSA's user-friendly web-based interface, the staff's learning curve has greatly decreased because understanding how to add a new queue, new driver, or delete a queue only takes a few minutes.

Ikhtiar concluded, "The HP Print Server Appliances provide the best of both worlds – Windows NT security and point-and-print driver support combined with the reliability and performance of an appliance."

For more information on how working with Hewlett-Packard can benefit you, contact your local HP service representative, or visit us through the Internet at our World Wide Web address: <http://www.hp.com>

industry

gaming hotel

customer at a glance:

company: MGM MIRAGE™

headquarters: Las Vegas, Nevada

revenue: \$4.01 billion in 2001

employees: 45,000 worldwide

telephone: 702-693-7120

URL: www.mgmmirage.com

primary business: MGM MIRAGE™ is a publicly traded hotel, entertainment and gaming company that owns and/or operates through subsidiaries 15 casino properties. Each property features a wide range of renowned restaurants, a spectacular lineup of world-class entertainment, a varied collection of shopping options and unrivaled customer service. Its U.S. holdings include: Bellagio, the MGM Grand Hotel and Casino - The City of Entertainment, The Mirage, Treasure Island, New York - New York Hotel and Casino, the Boardwalk Hotel and Casino and 50% of Monte Carlo, all located on the Las Vegas Strip; the Golden Nugget in Downtown Las Vegas; Whiskey Pete's, Buffalo Bill's, the Primm Valley Resort and two championship golf courses at the California/Nevada state line; the exclusive Shadow Creek golf course in North Las Vegas; the Golden Nugget in Laughlin, Nevada; the Beau Rivage resort on the Mississippi Gulf Coast; and the MGM Grand Detroit Casino in Detroit, Michigan. The Company is a joint venture partner in Borgata at Renaissance Pointe, a resort under development in Atlantic City, New Jersey. Internationally, MGM MIRAGE owns and operates the MGM Grand Hotel and Casino in Darwin, Australia.