



The Sales & Tech Teams at 10ZiG were determined to find, and bent over backwards to configure, the right 10ZiG Zero Client to work with the Court's cameras, a critical aspect of their daily operation.

United States Municipal Court

Location: Southern United States

Sector: Government

Challenge:

- Faced total infrastructure refresh
- Needed to upgrade from Windows XP to Windows 7 with HD camera USB to VDI compatibility
- Previous failed experiences with Dell Wyse Zero Clients

Solution:

- Extended 30-day Zero Client demo to find true match
- 10ZiG VMware Zero Client 5848qv Series with custom configuration from Technical Support



IT Challenge:

10ZiG was working with a Southern U.S. Municipal Court and their Network Administrator, who had become faced with a total infrastructure refresh that turned out to be much more of a challenge than he had initially bargained for.

The Court had been using Dell Wyse Zero Clients on VMware vSphere with Windows XP as their virtual desktops within their computing environment, and they needed to upgrade from Windows XP to Windows 7. Installed at their front desk stations for security purposes, they had HD cameras for photo purposes that simply would not work with Windows 7 via Dell Wyse Clients. Several Dell Wyse Zero Clients and Thin Clients were tested out, but nothing would work... and their support was not very inventive or helpful at all. The Network Administrator was looking at a total infrastructure refresh in complete frustration, and stuck.

The Solution:

Thankfully, the Network Administrator had become familiar with 10ZiG Technology through a virtual trade show booth chat. There, he was introduced to 10ZiG Thin & Zero Cutting Edge Clients, the 10ZiG Manager centralized software, and more... and then reached out to 10ZiG for a free device demo, beginning with a Teradici PCoIP V1206-P Zero Client.

10ZiG sent the complimentary 30-day Zero Client demo, which ended up being extended a bit; but, even that particular Zero Client device still could not quite solve the camera connection problem. The Court had been running Windows XP VMs via Dell Wyse Zero Clients on their workstations that absolutely must have the USB camera support. When they built new VMs running Windows 7, a related application they use would not "see" the cameras. When the problem first appeared, they were told by a vendor that as soon as they would upgrade vSphere, the problem would go away. They did upgrade vSphere and Horizon View, and still had the same problem. Then, they were told that they had to get Zero Clients that were RTAV-enabled in order for the cameras to work with the application.



10ZiG Tech Support was relentless in finding a way to get the right Zero Client working for the Court and didn't stop until a solution was found, prompting the Court to buy several more 10ZiG devices.

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The Court was then introduced to the 10ZiG VMware Zero Client 5848qv Series through another complimentary, no-hassle device demo and that's when things really started to change. It was not solely the device itself that solved their webcam/camera access and use, it was the custom configuration that 10ZiG Technical Support designed through research and collaborate testing for the perfect results. The team at 10ZiG was determined and bent over backwards to get Zero Client devices working for the Court, and they did.

The Results:

As mentioned, an extension on an initial Zero Client demo was granted, while the Court started to review other 10ZiG Client options. 10ZiG Tech Support was relentless in trying to find a way to get the right Zero Client working for the Court and did not stop until a solution was found. Through this tremendous effort from 10ZiG Tech Support & Sales Support over a period of time, a 10ZiG Zero Client finally worked and the Court ended up purchasing many of the 5848qv Zero Client devices. The Court also began to rely on the FREE 10ZiG Manager for centralized deployment and management. To date, all of their infrastructure problems have been solved, and it's been smooth sailing ever since.

The 10ZiG 5848qv NOS™ Series Zero Client is powered by an Intel 2.0GHz Quad Core Processor and capable of speeds up to 2.42GHz with Intel Boost Technology with a DVI or Dual DisplayPort option. A great fit for power users who require Full HD, Multimedia, 3D and CAD performance with more demanding needs, it is supportive of Citrix, VMware, Parallels RAS, and RDP and is Blast Extreme/PCoIP Ready and HDX/HDX Premium/HDX 3D Pro Certified. 10ZiG helped the Court to find the right Zero Client for them to use with their critical webcam/camera procedure when no one else, including Dell, could. Power. Speed. Performance. (and Support!) 10ZiG.