



"The greatest benefits of switching to 10ZiG are convenience, simplicity, cost savings and flexibility."

- John Bauman, Systems Administrator, Clark County District Attorney, Family Support Division

Clark County District Attorney, Family Support Division

Size: 350 + Employees

Location: Las Vegas, Nevada

Sector: Government

Challenge:

- Upgrade and replace EOL Tera1 Zero Clients with new Tera2 units to maintain compatibility with VMware Horizon
- Maintain security and integrity of network to protect valuable personal data
- Protect cost effectiveness by staying within budget

Solution:

- Replace all Dell Wyse P20 Tera1 Zero Clients with 10ZiG V1200-P Tera2 units including PoE (Power over Ethernet) capability
- Stay current with VMware Horizon by upgrading to Tera2 Zero Clients



Clark County, Nevada was founded in 1909 and named after U.S. Senator William Andrews Clark. Senator Clark was instrumental in the founding of the city of Los Angeles and of the Salt Lake Railroad, both components that fueled development and growth of the Western United States. Today, Clark County is the most populous county in Nevada with two-thirds of the state's population calling it home. Perhaps the reason for Clark County's longevity and continued growth is that its most famous resident is Las Vegas. The county's motto is "Living Relentlessly, Developing Economically!"

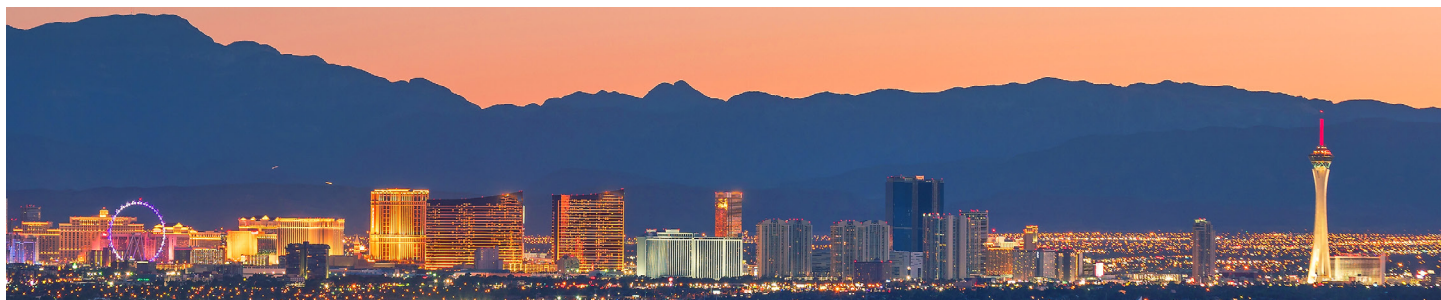
The Clark County District Attorney, Family Support Division, serves a population of over two million residents. The mission statement of the Clark County D.A. is to "Improve the lives of families by engaging and empowering parents in providing continuous support for their children." This is accomplished by locating parents, establishing paternity and enforcing child support and arrearage orders.

The unique responsibilities of the Clark County D.A. include having access to very sensitive personal information and the need to process and store this data in a secure environment. John Bauman, Systems Administrator, and a fifteen-year employee of the D.A. office, had to balance these factors with his other job functions. Bauman's other job functions encompass hardware research and purchase recommendations, configuration, upkeep and reliable operation of the servers and a number of other IT operations.

The Critical IT Challenge:

Bauman was facing the challenge of upgrading a number of outdated Dell Wyse P20 Tera1 Zero Clients. Tera1 is considered "End of Life" (EOL) by its chipset manufacturer, Teradici, and is no longer officially supported by VMware as of Horizon 6.01 with View. "The reason that I had to upgrade all of our units is because I needed to upgrade to Zero Clients that had Tera2 processors. Tera2 processors are what is required to upgrade our VMWare ESXi and Horizon Virtual Desktop Infrastructure (VDI) farms to more current versions of VMware Horizon," stated Bauman.

10ZiG delivers Tera2 Zero Clients with PoE (Power Over Ethernet) capability. Tera2 Zero Clients deliver high-performance, security and manageability on PCoIP hosted desktops for VMware View®, PCoIP remote workstations. Compared to Tera1 units, Tera2 units deliver substantial performance enhancements, including: Quad Display Support, stronger AES256-bit encryption with Smart Card support, up to five times the VDI pixel performance, and an average power consumption of only seven watts.



U.S. Based Technical Support that is knowledgeable, friendly and fast

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“Before using 10ZiG, we did not have the capability to use PoE for our Zero Clients. With the use of the 10ZiG PoE and when an occasional power shortage occurs in our area, the units stay up and running because of the backup UPS system that the network switch is on,” said Bauman.

Bauman continued, “I learned of 10ZiG through our IT vendor, Solutions II, here in Las Vegas. I chose to go with 10ZiG over the competition after researching a number of different hardware vendors. I took advantage of the 30-day free demo program from 10ZiG to thoroughly evaluate a number of their units. In comparison, there were distinct features of the Dell Wyse P25 that were not appealing:

- A separate stand has to be purchased for the Dell Wyse P25 unit for it to be placed in a vertical position.
- The Dell Wyse P25 unit only has one DVI port and one DisplayPort connector. A dongle has to be purchased separately to add another DVI port, whereas the 10ZiG V1200-P Zero Client comes standard with two DVI Ports.
- The Dell Wyse P25 unit has only one audio out jack and it's in the front of the unit. The 10ZiG V1200-P has two, both one in the front and one in the rear of the Client.”

The Smart Solution:

Bauman continued, “The 10ZiG V1200-P has a hardware design like a block, a great advantage because it does not need a stand, either in a horizontal or vertical position.”

Completing his evaluation, Bauman ordered 10ZiG Tera2 V1200-P Zero Clients to replace all of his Dell Wyse P20 Tera1 units. There were only minor bumps in the road with the transition from Dell Wyse.

“I was told by a colleague that I could continue to use our Teradici PCoIP Management Console which is used for our Dell Wyse Tera 1 clients to manage the 10ZiG V1200-PPOE (Power Over Ethernet) Zero Client, however that did not work as planned so I called 10ZiG technical support. 10ZiG technical support was very knowledgeable, helpful and resolved the issue quickly, noting that I had to upgrade to a certain firmware. I have worked with Dell support many times in the past, however, the experience with 10ZiG technical support helped me make up my mind that, if need be, I preferred dealing with 10ZiG as they are more ‘On top of their game,’ said Bauman.

When asked if he would do anything differently, Bauman stated, “There is nothing that I would do differently. I demoed the 10ZiG hardware against the competition and worked with 10ZiG support, it was an easy business decision to go with the 10ZiG product. I would recommend 10ZiG to other companies, besides the great hardware, the 30-day no obligation, no-hassle demo offer, the sales and support service is very knowledgeable and professional.”