CUSTOMER STORY

Falmouth University is proud to be at the edge; breaking new ground in creative education and providing their students with unrivaled industry opportunities and producing highly employable graduates that lead the way. Set apart from the urban sprawl, Falmouth University thinks differently. As part of a vibrant community of thinkers, makers and doers, their unique location and approach inform everything they do.

Offering courses in art, design, media, performance and writing, they are widely known for inspiring their students to collaborate, create and think ambitiously, drawing on and feeding the edge they have so that they graduate ahead of the curve.

vmware®

10ZiG

"We needed a more efficient desktop strategy which provided our users with ease of access, high level performance, heightened security and allowed the IT Management Team greater control of the desk top."

- Paul Alner, Head of Data Architecture

THE CHALLENGE

As part of an on-going virtual desktop project, Falmouth University needed to replace old Dell OptiPlex PC's with secure, manageable, energy efficient devices optimized for the University's new VMware Horizon View desktop delivery service.

Paul Alner, Head of Data Architecture at Falmouth University said, "After virtualizing our servers with ESXi and vSphere, the next stage in our IT evolution was our desktop delivery service. We already had a VMware skillset within our workforce and so it made it an easy choice to implement VMware Horizon View.

Although we were happy with the progress that we were making, we knew that our current method of delivering applications through fat client PC's wasn't in keeping with our new, modern approach. We also manage the PC's through Altiris which is not a common skillset we have within the University. We needed a more efficient desktop strategy which provided our users with ease of access, high level performance, heightened security and allowed the IT Management Team greater control of the desktop.

Security is at the forefront in everything we do here at Falmouth. Our PCI compliance strategy ensures that our data is secured by the network and not locally. If a device is lost, stolen, or damaged then we need to make sure that no data is at risk. Also, as part of our PCI DSS, 'Payment Card Industry Data Security Standard', we have to prevent any data downloaded from our payment sites to a local file system hitting a local hard drive. Any new desktop device had to comply with these security standards.

We are partnered by FX Plus, the service delivery partner of both ourselves and the University of Exeter. They are always looking for opportunities to reduce our IT costs and management overhead, while at the same time finding ways to support our campus wide sustainability and green initiatives. The roofs here at Falmouth have eco gardens, eco cars are driven around campus, and we have the world's most sophisticated car park barrier system which monitors car sharing activity and helps to reward staff who take part. We feel that our desktops should be no different and so reducing our carbon footprint was a major factor for us in choosing a new device".

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THE SOLUTION

Falmouth University implemented 10ZiG's V1200 PCoIP Zero Client devices as well as the PCoIP Management tool. The V1200's utilize the latest TERA 2 chipset which is the true form of PCoIP. The University has close to one hundred 10ZiG Zero Clients and will continue to roll them out to replace PC's which reach the end of their life cycle.

"Looking at the criteria we had set out for new devices, it was apparent that Zero Clients were the way forward as they ticked all of the boxes. In terms of testing these devices, we set out to find vendors who could offer evaluation kits for us. At an exhibition in central London, we met IGEL, WYSE, HP, Samsung and 10ZiG, and out of all those vendors, 10ZiG came back to us first, paid us the most attention and showed keen and willingness to help us. We received a demo kit from 10ZiG a couple of days after the show and our 10ZiG Sales contact showed passion and commitment to what we were trying to achieve.

In terms of testing the device, the original Teradici chipset V9000 device that 10ZiG sent me performed really well. If I am being honest, we could have bought

this OEM hardware from a number of vendors, but 10ZiG differentiated themselves with first class support and service. Overall we felt that they provided better value for our money and so made the obvious choice to choose 10ZiG.

Later down the line, with the release of the TERA2 chipset, any weaknesses that were apparent in the original Teradici chipset have been ironed out in the new 10ZiG V1200 and they are performing superbly. 90% of our 10ZiG Zero Client hardware is the new TERA2 chipset model.

Initially, we aimed this desktop refresh at important sets of business users, such as secretaries and PA's who required the support of a wide range of USB peripherals. We felt that if we could get it right for these business cases with more complex requirements, then we could be could be extremely confident in pushing this out to the wider environment. All of our USB pass through requirements have been met with these devices and they are working in perfect harmony" Alner said.

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FALMOUTH UNIVERSITY
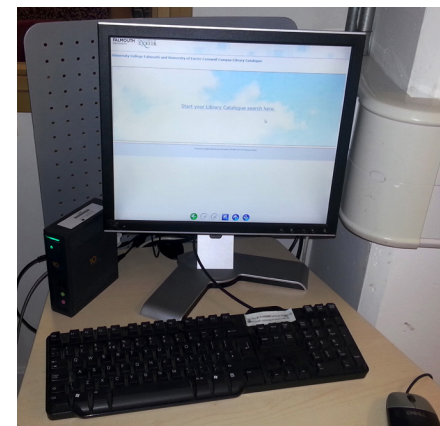
THE BENEFITS

The University is now taking full advantage of VMware Horizon View by delivering seamless applications on 10ZiG Zero Clients. The V1200's provide unrivalled performance, ease of access, support for a range of USB peripherals and have shown a drastic reduction, upwards of 80%, in power savings at the desktop.

"Since choosing the 10ZiG V1200's we are confident that the benefits we have already seen will be amplified as our 10ZiG farm grows. Our decision to choose 10ZiG seems to have been vindicated so far as we have improved performance at the desktop, increased security, improved manageability and reduced our energy consumption massively.

Our new VDI infrastructure project fits in perfectly with the campus-wide green initiative by making savings upwards of 80% per staff desktop-workstation and allowing us to accelerate the deployment of new virtual desktops with no performance drop off whatsoever. We are achieving this by replacing 70 watt Dell OptiPlex PC's with 10ZiG V1200 Zero Clients consuming just 6 watts of power each!" said Alner.

The University has also improved the creation; support and management of its desktops by utilizing the PCoIP Manager which is provided free of charge with the V1200 devices. Matt Thurston, VMware Officer for the University said "We use the PCoIP Manager daily to keep an eye on which V1200's are in session, to push out firmware updates and to commit configuration changes. In terms of configuring new devices to the network, it is now a two second process and could even be automated if we wanted it to be. It makes the day-to-day management of the devices much easier and would be nearly impossible for us to keep track of and manage the devices without it. Setting them up manually would take us around fifteen minutes each as opposed to a matter of seconds with the PCoIP Manager."

According to Alner "Across the board we have had very positive feedback regarding the new solution. It is very important that we get the buy in from the important desktop users we targeted, as it becomes a lot easier to make it a mainstream solution if we do have their backing. We have already re-written our PC procurement Policy so that any new starters automatically get a 10ZiG Zero Client when they begin their employment with us.

Throughout this project, 10ZiG have been a pleasure to deal with due to their care and attention to what we are trying to achieve. We have received regular courtesy calls to keep us up to date with the latest developments and have been looked after exceptionally well. The Sales and Support process has been second to none, to the point where I have received replacement devices next day for the small number of faulty devices we have experienced. I have had no hesitation in recommending 10ZiG to other companies and the relationship continues to be a very positive one."

10ZiG V1200-P

- VMware Horizon View Certified
- Dual Monitor Support/Optional Quad
- Best Multi-Media Experience Available
- Tera 2 PCoIP Portal Processor
- VESA Mounting Capability

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