



## CUSTOMER STORY

**Positive Steps** is a non-profit independent sector company providing a range of targeted and integrated services to young people and adults designed to get them on the right track and fulfill their potential.



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- Nazier Nagdee, Senior Infrastructure Analyst  
(Positive Steps)

## THE CHALLENGE

Positive Steps set out to complete a full technology refresh including an upgrade from Citrix Presentation Server, Microsoft Office 2003 and aging PC hardware. The new solution had to offer a lower Total Cost of Ownership (TCO), improve desktop user performance, and allow for a reduction in support and management of endpoint devices.

Nazier Nagdee, Senior Infrastructure Analyst at Positive Steps said, “We were constantly fire fighting with our aging infrastructure, so we decided that too much money was being spent keeping it going and that we would invest in a complete technology refresh instead. With the impending end date for Microsoft XP Support and a reliance on Citrix Presentation Server, we started to evaluate VDI-in-a-Box in order to breathe fresh life into our desktop delivery service.

Our original interest in VDI-in-a-Box came from a reference site in the Midlands that we were commended to contact. We learned that VDI-in-a-Box was aimed at the Small to Medium Business (SMB) market and the site was using it to deliver their virtual desktops with 10ZiG Zero Clients. We were very impressed with the performance they were achieving for their users and wanted to test it for ourselves.

After successfully evaluating and then implementing VDI-in-a-Box, we then set about testing a number of Thin and Zero Client devices. The key drivers for us moving to this solution were to lower the TCO of our desktop devices and to reduce the number of support calls and maintenance required at the desktop. Potential devices had to offer these benefits to us.

We have also recently installed a new phone system that allows our workers to migrate their direct dial number to whichever desk they sit at. It was imperative that the new device could integrate with this so that their desktop could also follow them and provide true hot-desking”.

## THE SOLUTION

10ZiG Technology Citrix Certified 8848c Zero Clients were implemented as part of Positive Steps' technology refresh at their offices in Oldham.

PSO has also utilized 10ZiG's PC re-purposing software, NoTouch, to turn existing PCs into Zero Clients.

"Following on from our implementation of VDI-in-a-Box, we started to test a number of Thin and Zero Client devices. Among these was the 10ZiG Technology 8848c Zero Client that we had seen in action at the VDI-in-a-Box reference site. Once we had tested this device, we never looked back and made the decision to choose this as the last piece of our VDI-in-a-Box jigsaw.

We had dabbled originally with Ncomputing, but after testing the 10ZiG 8848c, we chose to make it company policy to only buy 10ZiG Zero Clients. Although other devices offered a competitive price tag, the build quality of the 10ZiG was far better in comparison. The main stand out for me though, is that the 8848c devices are up and running in less than 5 minutes. They really do support VDI-in-a-Box, straight from the box!

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Another major plus of the 10ZiG Zero Client is the performance, which is very smooth, including a quick boot-up speed. Although we don't have any need for high graphic content currently, we know that the extra performance is there if needed, so we now have a future-proofed solution as well" said Nazier.

Positive Steps do have a small pocket of PCs that are relatively new and therefore uneconomical to replace. As added value, 10ZiG also supplied Positive Steps with their NoTouch PC re-purposing software. The Windows Operating System of these PCs has been overwritten with the Linux-based NoTouch. This has meant that the newer PCs now boot into a VDI-in-a-Box log-in screen which emulates the look and feel of the 8848c devices, providing continuity and simplicity throughout.



## THE BENEFITS

The 10ZiG Technology solution has provided speed of access, great security, and continuity, and will continue to grow for years alongside Positive Steps.

“Our choice of the 10ZiG 8848c Zero Client has helped us to improve the performance of our overall desktop delivery service. They have integrated with our phone system to provide the true hot-desking experience we required and the feedback from our desktop users has been very positive.

Although Zero Clients provide us with an extremely secure method of computing, we further enhanced our desktop security by blocking access to pen drives. We achieved this through the Zero Client's firmware settings rather than relying on the need for a third party application. We have also drastically reduced our power consumption at the desktop, and although it wasn't a key business objective, it certainly made the board's decision to adopt the new solution easier” said Nazier.

The 10ZiG 8848c is a perfect fit for Positive Steps as it has been designed to offer a turnkey solution which can be taken from the box, set-up and ready for use in minutes. It also offers a secure, uncompromised performance with VDI-in-a-Box, while ensuring that the IT department has only one desktop to

manage as there is no local OS. The centralized 10ZiG Manager is provided with an unlimited user license, free of charge, and with no additional hidden costs. This enables Positive Steps to drastically improve the speed and efficiency of the support and management of their desktops.

Looking to the future, Positive Steps are safe in the knowing that they can also take advantage of the untapped power the 8848c has to offer. As Positive Steps' training requirements increase, the 8848c will allow for rich multi-media playback with Flash being offloaded to the Zero Client itself; thus offering greater scalability. The 8848c will also cater for multi-monitor support, High Definition audio and has multiple USB peripheral ports.

Paul Wooding, IT Manager for Positive Steps, added, “The 10ZiG 8848c was the only Zero Client on the market to support Flash redirection and we are receiving more and more training requirements for content on YouTube. We see this as an excellent strategic investment”.

