10ZiG

Transit Authority of River City (TARC), Kentucky, United States

Location: Louisville, Kentucky
Sector: Public

Challenge:
- Users suddenly needed to work remotely due to pandemic
- Endpoint devices with Zoom and other communication support
- Reliable service to assist with login failures and more

Solution:
- 10ZiG customized, 30-day, no obligation FREE test demo
- 10ZiG 4648qv VMware Zero Client model as the ideal VDI solution for user issues
- 10ZiG NOS-V Client with RTAV and Zoom Optimization Pack support for VMware

> " *I would refer others to 10ZiG if they are looking into virtual connections for their company. 10ZiG offers good & quick service, great support, and quality products. TARC has used 10ZiG for quite a few years now, and I don't see that changing any time soon.* "

– Christina Hazen, Information Technology Support Specialist

CUSTOMER BACKGROUND

The Transit Authority of River City (otherwise known as TARC) serves a historic region born from a legacy of satisfying the needs of transit. Separated by the Ohio River—a major transportation and trading route—at the Falls of the Ohio rapids, the cities of Louisville and Portland in Kentucky, and Jeffersonville, Clarksville and New Albany in Indiana were founded and grew as major hubs of trade and business as travelers came ashore to transport their goods. TARC values that legacy and continues to honor the rich history that built its service region by striving to provide the best (transportation) service for all passengers.

**TARC | "Your Journey, Our Priority" | www.ridetarc.org**

IT CHALLENGE

Christina Hazen, IT Support Specialist, has been with TARC for three years going strong. Now, before TARC even "went virtual" (desktop infrastructure/VDI), they were using standard PCs and their biggest issue was having to fix or replace broken and/or out-of-date hardware. Of course, this got costly when they were having to do this with 100+ PCs, so they did move to virtual desktops. Enter Christina. Her IT Department had been using 10ZiG PCoIP Zero Clients (V1200 Models) for VDI prior to her arrival at TARC, but then found themselves needing to upgrade to adjust to new challenges brought on by COVID-19 when suddenly staff members were depending on Zoom and other video conferencing software for remote calls and meetings, etc. Equally suddenly, TARC needed RTAV support for this via a newer and improved VMware computing environment. Like others, they had been faced with video conferencing issues in their current VDI environment and decided to move to VMware with Zero Clients as connection devices, specifically 10ZiG NOS-V (V for VMware) Zero Clients. They found the 10ZiG NOS-V Zero Clients resolved the Zoom issues as they include support for RTAV as well as the essential Zoom Optimization Pack, which was not offered with PCoIP. In addition, they found the 10ZiG management console to be easy-to-use, included at no cost, and without ongoing subscriptions.

"We are glad we chose 10ZiG! With the deployment of the 10ZiG NOS-V Zero Clients, we have noticed a decline in HelpDesk tickets related to Zoom issues and login failures," says Christina.

THE SOLUTION

10ZiG has long been used at TARC and, was a recommendation from The Mirazon Group when TARC initially switched to a virtual environment. 10ZiG Sales & Support were able to accommodate with new hardware and great assistance. With the help of some TARC colleagues working with 10ZiG, Christina was able to upgrade to the 10ZiG NOS-V Zero Clients. The new Zero Clients allowed for smoother Zoom video and fixed the issue of users, including getting disconnected during calls and meetings. TARC chose to go with the 10ZiG 4648qv (NOS-V Zero) Model from the 10ZiG 4600q Series – Thin and Zero Clients. They chose this Model as it works best with their Windows 10 VMware virtual environment. It was also the model that allowed their users a better Zoom experience when working from home was a necessity for some. The 10ZiG Manager™ is a very convenient and handy tool for TARC. One of the issues their users were facing occurred before logging in, and they were not able to remotely assist until the user logged in. With The 10ZiG Manager, they can connect to the user before they login to see what is causing the failure. This has saved them quite a bit of time by not having to physically go to the user, but rather to help them over the phone.
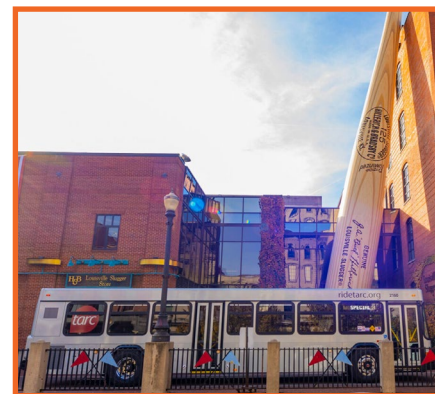
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Says Christina, "We are glad we chose 10ZiG! With the deployment of the 10ZiG NOS-V Zero Clients, we have noticed a decline in HelpDesk tickets related to Zoom issues and login failures. We have also had a much easier time remotely connecting with users to help them fix other issues. 10ZiG has offered great Technical Support when we have come into any issues... I would refer others to 10ZiG if they are looking into virtual connections for their company. 10Zig offers good, quick service, great support, and quality products. We have used 10ZiG for quite a few years now, and I don't see that changing any time soon."

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