10ZiG | THE SALVATION ARMY



10ZiG CASE STUDY

> **For our staff, it's all about the desktop. They're not thinking about 10ZiG – they're thinking about logging on to a familiar Windows desktop and getting on with their work. 10ZiG simply provides an efficient, reliable way to connect to a remote desktop and that's exactly what you want from an endpoint.**
>
> *Neil Edmonds, Head of IT Infrastructure, The Salvation Army*

A 160-Year Mission, Modernised for the Cloud

Updating thin client, virtual desktop and data centre infrastructure across 750 sites nationwide

Founded over 160 years ago, The Salvation Army is a Christian church and charity that works in 134 countries worldwide. It is one of the largest providers of social care in the UK and Ireland, with over 600 churches and community centres, complemented by a network of life houses which support people facing homelessness, addiction and other forms of vulnerability. Across the UK, The Salvation Army today supports around 7,000 users on its IT estate, spanning its London headquarters, divisional headquarters, churches and life houses.

Why 10ZiG?

The Salvation Army faced several IT challenges, including:

- **Legacy Citrix Environment:** Slow logons and oversized user profiles.
- **Ageing Thin Clients:** Dell Wyse endpoints requiring replacement.
- **AVD Migration:** Need for reliable, Azure Virtual Desktop-ready endpoints.
- **Dispersed IT Infrastructure:** 750 sites with limited on-site IT support.

The Challenge.

An Ageing VDI Environment, Ageing Endpoints and a Widely Dispersed Estate

- A legacy Citrix virtual desktop environment with slow logon times and large, unwieldy user profiles
- Dell Wyse thin client terminals in need of replacement across the estate
- A parallel migration to Microsoft Azure Virtual Desktop (AVD), requiring endpoints able to connect reliably to the new backend
- A widely dispersed estate of 750 sites – from a London headquarters to around 600 churches and community centres – with no local IT support at most locations



The Salvation Army has a long history with virtual desktop infrastructure (VDI), having first introduced Terminal Services in 2006 before moving to Citrix in 2010. At its peak, the Citrix environment supported between 1,500 and 2,000 concurrent users, connecting via Dell Wyse endpoints. This removed data held on local devices, enhanced security and simplified support across its many sites.

Since the end of the COVID-19 pandemic, the organisation has moved to a hybrid work model. In 2023, The Salvation Army's move to its new Denmark Hill headquarters in London introduced a hot-desk working environment, with staff connecting personal laptops to shared screens, keyboards and mice.

In tandem, The Salvation Army began building a Microsoft Azure Virtual Desktop (AVD) environment to underpin computing at its remote divisional, church and life house sites, reflecting its wider move from on-premises infrastructure to the cloud. As AVD has become established, all non-trusted remote access has been transitioned onto it, with the Citrix platform to be retired after the current licence period ends.

"Our previous virtual desktop environment was struggling, with slow logon times and large and unwieldy user profiles," says Neil Edmonds, Head of IT Infrastructure at The Salvation Army.
In addition to the shift to AVD, The Salvation Army needed to replace its ageing Dell Wyse thin client terminals. A thorough evaluation of different vendors was undertaken before 10ZiG was chosen.

The Solution.

10ZiG Modernised Thin Clients Deployed at Scale, Connecting Directly Into Microsoft Azure Virtual Desktop

- Around 1,500 10ZiG modernised thin client devices, including 4672q and 7072q models, procured through reseller partner Phoenix Software
- 10ZiG's RepurpOS software used to convert some existing Dell Wyse terminals rather than replace them
- A pre-configured, plug-and-play postal rollout model for around 600 church sites, needing no on-site technician
- Centralised, remote management across the estate through 10ZiG Manager

"What attracted me to 10ZiG was the level of personal engagement they gave us. They came to meet us, took us through the devices and supported us properly through a proof of concept," said Edmonds. "When we hit some early connectivity challenges, they took direct ownership of resolving them - visiting our sites and analysing our environment rather than simply logging a ticket. It felt like a proper relationship, not a transactional one, and that's what convinced us this was the right product and the right partner."

The Salvation Army has since standardised on 10ZiG, procuring around 1,500 devices from reseller partner, Phoenix Software, including both 4672q and 7072q endpoints, alongside 10ZiG's RepurpOS software, which has been used to convert some existing Dell Wyse terminals.

As deployment needs have evolved, 10ZiG has continued to work closely with The Salvation Army. "I can pick up the phone to 10ZiG and have a frank, friendly conversation and reach an agreement that works for both sides," says Edmonds. "That kind of relationship, where you're not just a number in a queue, makes a real difference."

The rollout was split in two to reflect the different scale and location of Salvation Army sites. A large-site rollout, covering around 100 premises including life houses and divisional headquarters, was carried out on-site by specialist partner BNR, who removed the previous terminals and installed and configured the new 10ZiG devices in their place.

For its smaller sites - around 600 Salvation Army churches located in towns across the UK - the organisation developed a postal rollout model. Each site received a pre-configured 10ZiG device, ready to connect straight to the network, together with clear instructions and a return bag for the outgoing terminal. "Because the devices arrive pre-configured, there's no reimaging and no technician needed on-site – it was a zero-touch deployment," explains Edmonds. "If a unit ever develops a fault, we can simply post out a replacement and it's back up and running in minutes, with no data recovery and nothing to reinstall."

Powered by 1,500 10ZiG Devices



4672q



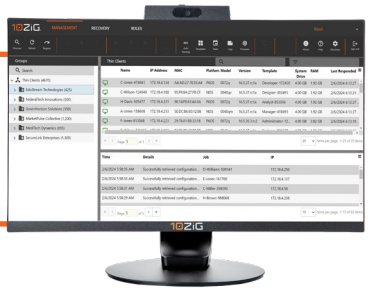
7072q



10ZiG RepurpOS™

Holding no local data also delivers a security benefit for an organisation working across hundreds of sites, reducing the risk associated with lost or stolen devices. Day to day, the estate is managed centrally through 10ZiG Manager, which The Salvation Army's infrastructure team use to update firmware, push configuration changes and maintain consistency across the estate. "The team find 10ZiG Manager lightweight and very efficient to work with, and it's been a breath of fresh air," says Edmonds.

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The Results.

Faster Logons, Zero-Touch Device Management and an End to Desktop Escalations

Since moving to 10ZiG connecting into its Azure Virtual Desktop back-end, logon times at The Salvation Army have come down significantly and the whole desktop experience is faster. “It’s been a genuine technology transformation and 10ZiG has been part of delivering that improved digital experience for our users,” says Edmonds.

The impact is best measured in what no longer happens. “Previously desktop issues took up more of our time than they should have,” says Edmonds. “That’s no longer the case. For me, the biggest source of pride is simply having technology that works - not having to keep chasing account managers or escalating issues and knowing our infrastructure is solid, reliable and meets the needs of the organisation.”

The move to 10ZiG and AVD sits within a broader modernisation of The Salvation Army’s technology estate. In parallel, the organisation has been migrating its data centre workloads from VMware to Microsoft Hyper-V, moving away from a colocation facility in Surrey towards a hybrid model that balances on-premises infrastructure with Microsoft Azure. Once that migration is complete, The Salvation Army plans to review which workloads are best suited to run in Azure long-term.
Taken together, the shift from Citrix to AVD, from Dell Wyse to 10ZiG and from VMware to Hyper-V represents a significant, multi-year digital transformation of The Salvation Army’s IT infrastructure - one designed to make the estate simpler to manage, more secure and more resilient, while giving staff a faster, more consistent desktop experience wherever they are working.

Looking Ahead.

With the VDI migration complete, The Salvation Army is now looking at how it can extend its use of 10ZiG further. The organisation is evaluating 10ZiG’s thin client notebooks which would give staff at life houses - who often need a portable device for use in interview rooms and other spaces without a fixed desk - the same security and simplicity benefits as its desktop thin clients. The Salvation Army is also open to introducing 10ZiG devices into its Denmark Hill headquarters in future, alongside its current hot-desking model.

“We wouldn’t buy any other thin clients now - we’re standardising on 10ZiG,” adds Edmonds. “We’re looking at how the notebooks might work for us and there’s scope to extend the estate into other parts of the organisation over time. It’s been a strong partnership and one we expect to keep building on.”

“Organisations delivering services at national scale need endpoint technology that is secure, straightforward to manage and can be deployed without disrupting the people who rely on it every day. The Salvation Army’s move to AVD, combined with 10ZiG’s thin clients, RepurpOS and 10ZiG Manager, is a great example of how an organisation can modernise its desktop estate at scale while keeping its focus firmly on the communities it serves.”
- James Broughton, Sales Director, 10ZiG Technology