CUSTOMER STORY

Ignis Asset Management provides the stability of a well-capitalised investment business with some £67.6bn* in assets under management and distributes a range of global investment services.

*Source: Ignis, September 30, 2013 (including £8.1 billion of stock-lending collateral)

"We had always kept one eye on Zero Clients, one of the main reasons being the need to take the burden away from supporting business critical application and peripherals... We knew that a Zero Client would erase this problem and also make it easier to integrate other peripherals such as our dictation devices and label printer."

- Blair Kirkland, Technical Specialist (Desktop Virtualization)

THE CHALLENGE

Ignis Asset Management had already implemented VMware Horizon View as its desktop delivery method and was now looking to upgrade its HP Thin Client estate with modern Zero Clients fully supporting the PCoIP Protocol. The challenge was to take the complexity out of the day-to-day management of the desktop and the problems that were created by running a Windows Thin Client with two desktop OS's, both the local one and in the virtual machine, while providing seamless support for specialist peripherals.

Blair Kirkland, Technical Specialist (Desktop Virtualisation) at Ignis said, "We have always had an interest in Zero Client technology and how it could reduce the complexity of managing our desktops. Unfortunately, at the time of our initial project, VMware Horizon View Zero Clients couldn't offer us the dual and quad screen support we required and the best solution appeared to be provided by Windows. We implemented HP T5740e Windows Embedded 7 Thin Clients, adding them to the domain and managing them as domain devices through group policy. It's fair to say that this solution was not ideal.

Supporting two desktops was a definite drain on our resources and added a layer of complexity. In addition, we were experiencing latency issues and we felt that performance could be significantly improved. The Windows services and drivers running in the background took a chunk of resource away from the processing power of the Thin Client and it constrained the end user experience.

Our users also found it difficult and sometimes confusing to have two desktops. To change a password they had to amend it locally on the Thin Client, otherwise it wouldn't pass through to the virtual machine. The system wasn't particularly intuitive either.

We had always kept one eye on Zero Clients, one of the main reasons being the need to take the burden away from supporting business critical applications and peripherals. A good example of this is the experience we had with some of our system keyboards which required software to be installed on both the virtual machine and the Thin Client. We knew that a Zero Client would erase this problem and also make it easier to integrate other peripherals such as our dictation devices and label printer."

THE **SOLUTION**

Ignis Asset Management chose to implement 10ZiG Technology's V1200 TERA2 PCoIP Zero Client. The V1200 addressed the issue of supporting resource intensive and complex processes and also fulfilled Ignis' requirement for both dual screen and quad screen capability.

While searching for Zero Clients, we tested a number of systems and suppliers including the Teradici based TERA2 Zero Client, the 10ZiG V1200, and equivalents from HP and Dell Wyse. Despite both HP and 10ZiG offering the same chipset, we ultimately made the decision to choose 10ZiG. The system fulfilled our requirements and the 10ZiG Support and Sales Team were attentive and proactive.

Right from the start of testing, it became clear that the 10ZiG V1200 would significantly change the performance our end users were receiving. The difference between the V1200 and our previous Thin Client was quite considerable.

The ease of use and the overall snappiness and responsiveness of the system was very impressive - they blended into the background and became invisible without the need for any configuration. USB devices plugged in and behaved how we expected them to, we didn't need to install any drivers and there was no configuration required.

The feedback from the staff has been very positive throughout the process. Currently we have approximately two hundred V1200's out in the field so far, and we plan to increase this number in future. The 10ZiG V1200's have definitely been the answer to the first part of the puzzle to improve end user experience at Ignis" said Kirkland.

"Throughout the project, our relationship with 10ZiG has been a key benefit for us. The Sales Team have been very attentive and actioned any requests we had quickly and effectively."

- Blair Kirkland, Technical Specialist (Desktop Virtualization)

Americas P: +1 (866) 865-5250   E: info@10ZiG.com
EMEA P: +44 (0) 116 214 8650   E: info@10ZiG.eu   W: www.10ZiG.com
APAC P: +61 2 80027421   E: info@10ZiG.com.au
DE P: +49 (0) 6724 934-45   E: vertrieb@10zig.de

3

THE BENEFITS

Ignis has been reaping the rewards of its new 10ZiG V1200 Teradici Solution both at the desktop and with the Support Team. Performance levels have increased and log-in times have been halved, saving users valuable time and helping increase productivity.

The 10ZiG V1200's are taken straight from the box, plugged in and are ready to use in about two minutes. 10ZiG have also supplied the PCoIP Manager free with the devices which has made updates and firmware upgrades a simple and centralized process. The required changes can now be made with a couple of mouse clicks. In comparison to the old units, the V1200's have lowered the overall management overhead while providing us the very best performance in our VMware Horizon View environment." said Kirkland.

Bruce Paterson, Technical Specialist (Desktop Virtualisation) at Ignis added, "In terms of productivity, the reduction in boot time has been exceptional. By using folder redirection we have cut down the time it takes to reach the desktop from two and a half minutes to under a minute with the 10ZiG V1200's. This is not an insignificant amount of time across the business when you add the desktops up.

Throughout the project, our relationship with 10ZiG has been a key benefit for us. The Sales Team have been very attentive and actioned any requests we had quickly and effectively. This experience has also been mirrored with the 10ZiG Support Team who have delivered an excellent level of support which can only be a good sign for the future.

We had not truly seen the benefits of our VMware View VDI solution until we implemented the 10ZiG's and I am certain that this will continue as we deploy more V1200's onto desks. I would certainly have no hesitation in recommending 10ZiG in the future."

Paterson

Kirkland