



"No other vendor was able to engage with us on the level that 10ZiG did. They always responded in the shortest period of time to any issue or request, no matter the size or urgency. Vendors like Dell and HP struggled to respond to our needs, whereas 10ZiG persisted in ensuring that we got to the bottom of every challenge and resolved them ASAP."

Preston City Council

Location: Preston City Council,
United Kingdom

Sector: Government

Challenge:

- Poor-performing, slow, and frustrating desktops
- Too much hands-on IT management and support
- Extremely lengthy ongoing help calls to Service Desk
- Needed a quality endpoint to support Skype for Business

Solution:

- The 10ZiG Manager™ w/FREE Cloud Connector
- 10ZiG 4448 VMware Zero (NOS™) Client
- 10ZiG 5848q VMware Zero (NOS™) Client



Customer Background:

Preston City Council ("PCC") is a district council responsible for making decisions about the future of PCC (UK) and important public services such as planning, housing, leisure and culture, and rubbish and recycling. ICT Infrastructure Officer Dan Harrison is part of a team of Technicians who look after PCC's backend systems including servers, storage, and network. His role often involves the day-to-day support of their Microsoft estate (Exchange, SharePoint, and Skype for Business), and more recently has focused on VMware Horizon VDI deployment.

IT Challenge:

PCC decided to initiate a VDI POC to better serve the needs of internal customers and also as a long-term strategy to reduce the overall workload of their ICT function. Physical desktops were needing to regularly be replaced to maintain sufficient performance for their apps and also required extensive hands-on management in terms of patching, app deployment and asset management. PCC staff found the physical desktop experience to be slow and frustrating. Problems commonly lead to end users having no access to the apps and resources they needed to continue working. In turn, this resulted in lengthy calls to the ICT Service Desk.

After their initial VDI pilot using their existing infrastructure equipment to connect to their VMware Horizon environment, they quickly realized they would be better off replacing existing hardware with secure, easy-to-manage, Linux-based Thin Clients. Important to note, they rely upon Skype for Business as their full voice telecoms solution, so they thought it essential that a Thin or Zero Client solution provide solid support for this product and its technology. They started working with some resellers and began trial-trials using demos from both Dell and HP.

They ended up experiencing poor Skype for Business voice performance whilst testing Dell devices and that prompted PCC to start searching for alternatives. A Google search led them to 10ZiG Technology. A deeper dive into 10ZiG products and services peaked their interest and they reached out to find out more information, particularly on the Skype for Business front. 10ZiG EMEA dealt with their questions efficiently and PCC immediately felt positive that 10ZiG devices would more than likely be a good fit for their needs.

The Solution:

10ZiG EMEA arranged for a speedy delivery of 10ZiG test demos and PCC quickly began detailed structured testing, comparing 10ZiG devices and endpoint management software against both Dell and HP. Although fresh-looking from a user interface perspective, Dell Thin Linux 2 devices failed to perform properly when tested with VMware's Skype for Business audio offload technology. PCC then undertook a backend Horizon infrastructure update that required them to install the latest client-side version of Horizon.



"Dell and HP struggled to meet our needs – complications in our environment and requirements resulted in test failures that could not be overcome. 10ZiG endpoints were able to do the job. They are an excellent value in terms of capital expenditure, ongoing power, maintenance, and lifecycle costs. The 10ZiG Manager was so easy and required no staff training."

10ZiG Corporate Offices

Corporate Headquarters

United States

23309 N. 17th Dr. #100
Phoenix, AZ 85027 USA

P: +1 (866) 865 5250

F: +1 (623) 516 8697

E: info@10ZiG.com

UK (EMEA) Headquarters

Unit S2, Troon Way Business Centre
Humberstone Lane
Leicester
LE4 9HA
England

P: +44 (0)116 2148650

F: +44 (0)116 2148651

E: info@10ZiG.eu

Germany Office

Alte Steige 16
55442 Stromberg
Germany

P: +49 (0)6724 9304 45

F: +49 (0)6724 9304 77

E: vertrieb@10ZiG.de

Asia Pacific Office

Suite 801 Level 8, 83 Mount St
North Sydney, NSW, 2060
Australia

P: +61 2 80027421

E: info@10ZiG.com.au

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Web: www.10ZiG.com
Email: info@10ZiG.com

Despite a new Horizon Linux-based Client being available for several weeks at that point, Dell was unable to provide them with it until two weeks after the request, at which point they also required PCC to sign an NDA before they'd be allowed to test. The HP devices sent to PCC were, in some cases, much larger physically than expected for Thin/Zero Client devices, and their management endpoint software was dated in its appearance and convoluted to use.

On the other hand, 10ZiG offered and provided an equivalent Horizon Client nearly instantly, prefaced with the understanding that it wasn't yet certified for production use. This allowed PCC to continue testing on their VMware Horizon platform and is only one example of how 10ZiG customer service excelled in contrast to other vendors. 10ZiG devices were compact, quick to boot, and easy to manage. Teamed with superior support and customer service, PCC was pretty much "sold" on 10ZiG.

PCC opted to go with 10ZiG NOS™ devices, as these endpoints provided the secure locked-down Linux experience they were looking for, without compromising on speed or Skype compatibility. They started using 10ZiG 4448 Zero Clients for VMware mainly, as they are cost-effective and suited the needs of their bigger end user base. They also purchased 10ZiG 5848q Zero devices to begin more graphic-intensive trials with end users who need CAD applications. They plan to use them in conjunction with NVIDIA GRID graphics cards to provide a more powerful graphical experience to those who need it.

They also use The 10ZiG Manager™ and FREE Cloud Connector to deploy and maintain their fleet of Client devices, both onsite and in their satellite offices. The 10ZiG Manager was found to be straightforward to set up and required very little in the way of prerequisites. The simplicity of the management pane meant their team could grasp it easily and were quickly underway with their rollout, with no need to go on training courses, etc. Grouping devices to mirror PCC's organization structure allowed them to keep track of their deployment as they go. Creating and amending device configuration templates was also dealt with simply. Their Service Desk continues to make regular use of the in-built remote access tool to assist staff both in and outside of the Horizon environment.

Testimonial:

"No other vendor has been able to engage with us on the level that 10ZiG does. The Support Team at 10ZiG is second to none. They always respond in the shortest period of time to any issue or request we send their way, no matter what the size or the urgency. They invest an incredible amount of time and resources into our VDI POC, ensuring that we have access to the software updates, trial devices, and expertise we needed to make it a success. They even purchased some of our preferred headsets, so they could work through some audio issues with the Skype for Business offload before delivering us a fix. They sent us additional headsets to test Skype, as well as a small cache of spare DVI adapters, in case we came across any faulty ones during our rollout. Other vendors struggled to respond to our VDI POC needs. Complications in our environment and requirements often resulted in testing failures that could not be overcome. 10ZiG ruthlessly persisted in ensuring that together, we got to the bottom of every challenge that presented itself. We've yet to come across a hardware failure in any of the devices purchased, and the software underpinning the solution seems solid and reliable. The support we have received from 10ZiG thus far gives me complete confidence that any challenges that may present themselves during the remainder of our rollout will be easily remedied. We have already recommended 10ZiG to another government authority and wouldn't hesitate to do so again,"

~Dan Harrison, ICT Infrastructure Officer.