



## CUSTOMER STORY

**UKWM** Group is a leading financial services firm, which provides high-quality advice to personal, corporate and trustee clients. The Group also has an investment management arm, UK Portfolio Management, which provides comprehensive investment research to the financial planning business alongside discretionary investment management services to clients. The advisory firms in UKWM have gained an enviable reputation over many years, by understanding the requirements of individuals and businesses and providing bespoke solutions to their financial service's needs.



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## THE CHALLENGE

UKWM needed to find a device that would allow them to move away from aging fat client PC assets. To accomplish this, they needed to provide support for key desktop users with awkward requirements for card readers and dictation software.

Furthermore, they had to find a management solution to take the headache away from supporting their aging PC's and local Windows desktops.

Anthony Smith, Head of ICT for UK Wealth Management said, "We have been utilizing Citrix for 12 years now, starting right back at Citrix Metaframe and through the various flavors since, initially to support branch office and remote working but maintaining a traditional client server (or thick client) model at head office. In Spring 2012, we went Infrastructure-as-a-Service (IAAS) migrating our virtual servers and other services into a hosted data center, although we still manage from the O/S up. With every user effectively becoming a "remote" user at that point, we bit the bullet and migrated all of our users across to XenApp 6.5, to provide us with a secure, flexible and consistent desktop experience across the group.

Once we had completed this migration, we knew we had to look at the hardware our employees were using to access their XenApp desktops. A third of our fleet were using laptops and the rest were sweating out old hardware assets running Windows XP. We had maintained these workstations mostly to provide support for a small number of awkward applications that we had not succeeded in

migrating fully to XenApp. We felt strongly that managing and maintaining these Windows' endpoints was a waste of resources, and knew we needed to look at alternatives. After some research we decided that Thin or Zero Clients were the way forward and decided that we would buy a small number of them as a pilot. We purchased two dozen devices from an unnamed, well known Thin Client manufacturer but instantly regretted the decision. We had problems with management, devices losing configuration, devices re-spawning randomly and, most importantly, they didn't support our smart card readers or dictation applications. We were more than a little relieved that we had run the pilot!

We had learned quickly that the previous Thin Clients weren't up to par and we didn't want to buy the wrong devices a second time round. Any new Thin Client device had to offer us an easy and intuitive method of managing them, enable quick deployment, and provide support for the card readers we use with financial applications, and our digital dictation devices and software. We also needed to make sure the devices supported dual screens (which are used extensively across the business) and that we provided a consistent experience and great performance for our desktop users.

My aim as Head of ICT is to make our jobs less complicated and to implement solutions that are as light as possible in respect of on-going support, maintenance and administration, so that we can spend more time delivering value to the business rather than in low or no-value tasks. At this point, we hadn't found a device which could meet our needs and ultimately, we couldn't move away from PC's," said Anthony.

## THE SOLUTION

UKWM implemented a mixture of 10ZiG 8848c Citrix Zero Clients and 10ZiG 5617v Windows Embedded 7 Thin Clients. As a value add proposition, 10ZiG also supplied their 10ZiG Manager free of charge which has made the task of managing both devices a simple and intuitive process.

When we have trialled Thin Clients in the past, we have found the devices to be expensive and the management tools to be painful in practice. As I explained earlier, the initial Thin Clients we purchased from another vendor just didn't support the business critical software applications and smart cards that we needed.

We met 10ZiG at the Leeds Virtual Machine User Group (VMUG) and attended their presentation on 'Simplifying End User Computing Management.' Following our initial contact, we were impressed enough to request some evaluation equipment. We promptly received a range of evaluation devices to test and evaluated a Linux device, a Zero Client and a Windows 7 Embedded device. The demo devices were actually delivered to us personally by a member of the 10ZiG Sales Team.

In all honesty, the 10ZiG devices we chose worked straight out of the box and did 99% of the things we asked of them. No development was required and all that was needed was a short call with the Support Team regarding the Smart Cards. After a couple of tweaks from the control panel it was 'chocks away' and all of our requirements had been met.

We decided to purchase a mixture of 10ZiG 8848c Citrix Zero Client and the 10ZiG 5617v Windows Embedded 7 Thin Client. The Zero Clients have a fast boot straight into a XenApp login screen which makes access very easy, and the Thin Clients also support our requirements for smart cards. We have managed to cover all our use cases this way and at a cost that suits us perfectly.

We have placed these devices in board rooms, meeting rooms, and with a variety of different use cases including the Finance Department, Admin Staff, and Governance Department. Once we installed the 10ZiG devices in these departments, the Support Desk didn't hear from them again which is a really good sign!" said Anthony.

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- Anthony Smith, Head of ICT  
(UK Management)



## THE BENEFITS

By utilizing a mixture of 10ZiG Thin and Zero Clients, UKWM are confident that they can migrate their desktops away from hard to manage PC's and over to 10ZiG devices. The new solution has streamlined the way that UKWM manage their end point devices and they can now seamlessly deliver business critical applications and peripherals to the desktop.

“The 10ZiG users at UKWM are receiving a consistently high-quality experience, which has been painless to achieve with the 10ZiG units. We have offered users a fast boot time, dual screen support and seamless integration of smart card readers. We have a pretty straight forward application stack at UKWM but despite this, on the occasions we have needed to support more CPU and GPU intensive applications or multi-media performance, the 10ZiG devices have performed admirably.

We also utilize the 10ZiG Manager, which has transformed the way we manage end point devices to the extent that virtually no management is now required. This allows us to focus our attention on adding value to the business elsewhere. A lot of the pain we currently experience, surrounds managing PC's and local Windows desktops, and this will effectively disappear with the full roll-out 10ZiG solution. We do use it to monitor which devices are in session but we really haven't had any need to manage or troubleshoot the 10ZiG's yet which is a far cry from our PC's. We have tested the auto-deployment functionality of the 10ZiG Manager and we feel that this is something we will find very useful and will utilize as we continue to migrate larger numbers of our users over to 10ZiG devices.

In addition to these benefits, we have also reduced our carbon footprint by utilizing the 10ZiG devices which only consume 12 watts. As we are wholly owned by a private equity business we are obliged under the CRC regulations to report our power consumption, the power and therefore carbon savings have been well received when we reported them. We estimate that with a full deployment, over the next three years we could save up to £250,000 in end user efficiency, power, management savings, and replacement costs once we have fully implemented the 10ZiG devices.

Although the 10ZiG solution has had an instant impact, we believe that the full benefits of the solution will be unearthed in the next three to four months as we ramp up the number of devices. We can see where these benefits will come from and it has definitely been a positive experience so far and we are pleased with how it is progressing.

The 10ZiG Sales Team have been excellent from the outset, and have held our hand throughout the project. They have been very informative, responsive to our needs and available on demand. In addition, the Support Team have been first class, offering us direct access to a dedicated IT Support Technician. You can't ask for more than that and we wouldn't hesitate in recommending 10ZiG to other companies,” said Anthony.

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