Overview

Country or Region: United States

Industry: Building Maintenance

Customer Profile

Major building Maintenance firm based in San Jose

Situation

Needed an advanced remote access solution

Solution

- ZAG implemented a multi-server Citrix Presentation farm to serve the applications for the users.
- ZAG deployed thin client terminals to replace aging PC's.

Benefits

- Reduced cost of the desktop operations for the customer
- PC's no longer need to be maintained or refreshed every few years.
- Software updates no longer need to be performed on each individual workstation.

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Remote Access Needs

Situation

A major building maintenance firm based in San Jose needed an advanced remote access solution for their users spread throughout the Western United States. The customer called in ZAG Technical Services, Inc. (ZAG) to assess their requirements and engineer a solution.

Upon conducting a detailed review, ZAG recommended that the customer deploy Citrix Presentation Server to meet their remote access needs. This solution would enable anywhere access to their applications and data.

Solution

Using a Web Interface would also enable users to gain access to their applications through a method they all understood: Internet Explorer. This greatly reduced the amount of user training required. The administrators also no longer had to visit each desktop to install the Citrix client.

ZAG was then tasked to deploy the engineered solution. ZAG implemented a multi server Citrix Presentation Server farm to serve the applications for the users. For this implementation, ZAG deployed Advanced Presentation Server. This allowed the customer to have multiple fault tolerant servers. In addition to fault tolerance, the users also benefited from increased performance as the user's sessions were spread across multiple servers.

The customer was also faced with a good deal of their PC's coming to end of life. The PC's ran Windows 95, and were no longer sufficient for the customer's business needs. ZAG deployed many thin client terminals in the customer's network to replace these aging PC's.

These terminals, through Citrix, were fully functional desktop replacements. All of the user's business needs were met with the terminals as they were deployed.

Benefits

The terminals have greatly reduced the cost of the desktop operations for the customer, given that the terminals cost substantially less than PCs and administration of the terminals is minimal.

Another obvious benefit is that PCs no longer need to be maintained or refreshed every few years. The terminals take substantially less management across the board.

Yet a third important benefit to the terminals is that software updates no longer need to be performed at each individual workstation. Instead, the software updates are installed centrally on the Citrix servers. This drastically reduces the amount of effort required to keep the desktops current.

With the addition of Citrix into the environment, this customer has seen its IT costs reduced significantly. The performance of the network has also improved dramatically.

Users at remote sites experience performance every bit as good as if they were local to the corporate servers. As the customer stated it, "The deployment of Citrix was a great solution to our remote user needs. Citrix has paid for itself many times over."