Cascade Dafo

increases factory workstation reliability and enables working from home

Founded in 1990, Cascade Dafo is the leading U.S. manufacturer of pediatric braces for legs and feet, serving children around the world. Rather than bracing heavily, the company builds a custom dynamic ankle foot orthosis (DAFO) that lets the foot and ankle experience as much useful movement as possible. Better mobility gives children a wider range of experiences, more success in their activities—and ultimately more control over their lives.

> *Teradici Cloud Access Software helps us help kids on multiple levels. It protects personal data. It keeps costs down. And by eliminating the need to spend a ton of time troubleshooting workstations, Teradici lets us resolve performance issues very quickly—so our engineers can keep designing braces that change kids' lives.*

STEVE ZEHM
DIRECTOR OF IT, CASCADE DAFO

Challenges

- Prevent workstation failures caused by airborne particles in plant
- Protect customers' personally identifiable information (PII)
- Support nearly 300 employees with a four-person IT staff
- Enable employees to work efficiently from home

Solutions

- Installed Teradici Cloud Access Software on virtual workstations in a server room
- Provided remote access to virtual workstations from ultra-secure Dell All-in-One PCoIP Zero Clients

Results

- Eliminated workstation failures
- Accelerated new workstation provisioning
- Simplified IT support with central monitoring
- Lowered total cost of ownership for desktops
- Successfully tested working from home

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The mission of Cascade Dafo is uplifting: helping kids lead healthier, happier lives. Employees at the plant in Ferndale, Washington design custom braces that provide more mobility for their young wearers. The plant environment where many employees work is not friendly to electronics, however. "When foam is carved it throws up fine particulates that can cause workstation failures," says Steve Zehm, director of IT.

Looking into alternatives, Zehm learned about virtual workstations. At first, Cascade Dafo tried virtual workstations hosted in an out-of-state data center. But the remote desktop protocol used couldn't adapt to the high network latency, and engineers complained about the experience.

Zehm found the solution in Teradici Cloud Access Software, which adapts to network conditions to deliver a good experience even with network latency up to 250 milliseconds. Cascade Dafo hosts virtual workstations in a server room, where they're safe from airborne particles. Employees log in to their virtual workstations from ultra-secure Dell All-in-One PCoIP Zero Clients.

Sensitive data is never stored on end devices and never appears on the network, helping the company comply with the Health Insurance Portability and Accountability Act (HIPAA). With Teradici Cloud Access Software, only encrypted pixels travel from servers to the display. "As a medical device supplier, we're required to protect personally identifiable information (PII)," Zehm says. "With the Teradici solution, we don't have to worry about information leakage if a zero client is stolen, or if someone snoops on network traffic."

Desktop management is simpler. Before, if an employee reported a performance issue, an IT staffer had to walk over to the plant to troubleshoot. Now the staffer simply deletes the malfunctioning virtual workstation and spins up a new one—in less than 10 minutes. "By eliminating the need for in-depth workstation troubleshooting, the Teradici solution reduced the typical time to resolve workstation issues—often from hours to minutes," Zehm says. "That helps us get braces to our young customers on time." And monitoring the performance of all workstations on one dashboard saves still more time, helping a four-person IT staff support nearly 300 employees.

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During the pandemic lockdown, Cascade Dafo successfully tested working from home on PCoIP Zero Clients. The IT team is planning work-from-home kits including a PCoIP Zero Client, mouse, keyboard, and monitors. When users log in from a zero client, Teradici Cloud Access Manager will connect them to the right kind of virtual desktop: engineering, test, or administrative. Zehm expects to eventually retire the majority of the company's physical desktops. "Zero clients are much easier to maintain and have a longer life," he says.

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