

## Case Study



# Bartholomew County Simplifies IT Management with PCoIP Zero Clients

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SYSTEM ADMINISTRATOR  
BARTHOLOMEW COUNTY GOVERNMENT, INDIANA

## AT A GLANCE



Founded in 1821, Bartholomew County spans 12 townships that are home to more than 75,000 Indiana residents. The County seat in Columbus includes the Courthouse, sheriff's office, and government departments situated in nine buildings in the downtown and nearby area.

### Situation

- County government
- Columbus, Indiana
- 455 employees

### Challenges

- Ease of management for small IT staff
- Seamless migration experience for employees

### Solution

- Replace aging PC infrastructure with Virtual Desktop Infrastructure (VDI) and Teradici® PCoIP® Zero Clients

### Results

- **Simplicity:** Ease of management, even with multivendor hardware at the desktop
- **User acceptance:** Painless migration wins over employees, delivers increased mobility and uptime
- **Business agility:** Rapid, easy change management and ability to reorganize department resources while lowering hardware expenses by 35 percent
- **Productivity boosts:** Faster deployments, less IT time for desktop support, and highly available endpoints for employees



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**Change is never easy; a major technology change can be a nightmare.** "Getting employees to embrace an infrastructure change is important and yet often overlooked," explained Jenifer Slabaugh, the system administrator responsible for desktop support in the Bartholomew County offices. A few years ago, she joined the County's IT organization at the beginning of a major infrastructure refresh. The time was right to expand the County's virtualization initiative to the desktop, if IT could find a solution that also pleased a diverse set of end users. The main challenges included:

- **Choice:** A broad range of departmental use cases was driving demand for a broad range of endpoint choices. The small IT staff needed a virtual desktop infrastructure (VDI) solution that could minimize management complexity within their hardware-agnostic environment.
- **Simplicity:** Troubleshooting endpoint failures was taking up too much IT time. A simplified model for centralized management was a top priority to eliminate IT personnel driving from building to building to provide onsite support services. It was equally essential to improve endpoint resilience to lower operating costs.
- **Seamless user experience:** Encouraging employees to embrace new desktop hardware necessitated a smooth migration (desktop sessions, applications, device support).

#### **Selection of Teradici PCoIP Zero Clients was a win-win for employees and IT.**

Compared to traditional desktop computers, zero clients proved more flexible and dependable. "We just drop a zero client on a user's desk, plug it in, and let them login," said Slabaugh. "When they see that seamless transition, it gives them confidence that this is a good change."

The County started with approximately 50 zero clients, and gradually introduced another 150 as desktop systems were due for refreshes. Employees now have many choices, and IT enjoys the same simple deployment and ease of management regardless of the specific PCoIP zero client and without needing to keep track of device types or locations.

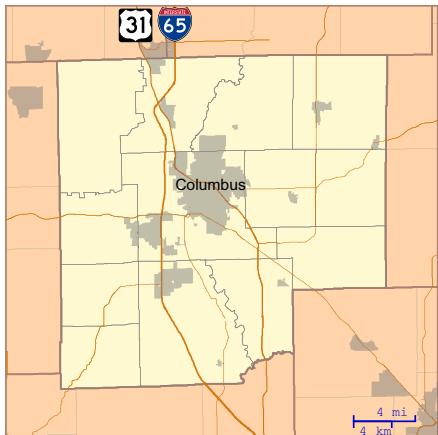
"We have a broad range of endpoints – Teradici has been the unifying factor," said Slabaugh. "PCoIP technology and the Teradici Management Console allow us to be hardware agnostic. We can support multiple vendors, and everything is still managed from a single console. Without Teradici, it would be difficult to manage this variety and this number of endpoints with our size of IT staff."

Today, IT management is uniform across all of the County's endpoint use cases, ranging from standard office productivity tools to specialized applications for County departments. For example, juvenile detention center classrooms are equipped with touch-enabled white boards. PCoIP zero clients have delivered on all expectations, with the flexibility to support specialized peripherals.

#### **Products used**

PCoIP Zero Clients

#### **Virtualization platform**



Slabaugh explained, "I heavily rely on the Management Console. The best feature – auto configuration of endpoints – saves us a lot of time. For example, we deployed 40 zero clients at the juvenile detention center in less than three hours. We just plugged them in, and the configuration was downloaded automatically from the Management Console. It was pretty impressive."

**More than 300 employees have fully embraced the new zero clients in the Bartholomew County offices.** VDI makes it easy for shift workers to share zero clients and positions IT to more efficiently and rapidly respond to election-year organization changes.

"VDI and zero clients make us more agile – we can change things on the fly. If a new department head is voted in, and they want a new software solution or new processes, virtualization allows us to deal with the change easily and without having to purchase new hardware," said Slabaugh. Avoiding hardware expenditures and extending the life of endpoints has helped the County reduce its hardware budget by 35 percent.

Employees also notice the change in desktop availability. In the past, a virus attack meant that an employee could lose their PC temporarily. IT would bring it back to their office for repair. "With zero clients, the physical endpoints are no longer vulnerable to virus attacks," said Slabaugh. "If they do experience any problems, we can switch the employee to a different virtual computer while we work on their virtual machine. It takes us a lot less time, and employees are also less inconvenienced. Zero clients deliver productivity boosts for all of us."

"I hear a lot of people say they want to adopt VDI, but they don't want to spend the money for zero clients," said Slabaugh. "I always tell them that zero clients are worth it, not only for the management ease but also in terms of user acceptance. Zero clients make VDI a positive change at the employee's desktop. They love how easy it is to switch their active sessions from one workstation to another no matter where they are in the County. Their desktop follows them."

"In general, zero clients are all about working smarter, not harder. After you try them, it will make you seriously reconsider deploying traditional desktop computers and dealing with the OS and updates and the rest of the traditional support model. Combined with the Management Console, Teradici zero clients make it so much easier for a small IT staff to support a large, distributed, and dynamic organization."