



## AmicusHorizon Awards



## CUSTOMER STORY

**AmicusHorizon** provide homes and services to communities across London, the South and South East of England. They're committed to providing more than bricks and mortar by working to improve the lives of their residents through their multi award winning programs and training schemes.

Managing over 28,000 homes they're a strong regional housing association and were voted Social Landlord of the Year by Housing Excellence in 2013. On top of their 2013 successes, AmicusHorizon have also been shortlisted for 'Large Social Landlord of the Year 2014' by the Chartered Institute of Housing (CIH) and Inside Housing Magazine.

## THE CHALLENGE

AmicusHorizon needed to replace their old Thin Client estate to keep up with the ever-increasing demands of their end users. The current devices couldn't offer support for video conferencing, audio and on-demand video streaming that were becoming a must have for their employees. They wanted to find the best value device at the best price to service these needs.

Andrew Rayfield, Infrastructure Technology Team Leader for AmicusHorizon said, "Following an organizational merger in 2009, we inherited 500 Dell Wyse 1200LE Thin Clients to use with our Citrix XenApp environment. As our demands grew, the devices couldn't keep up. We needed to look for a new device to use in a full desktop refresh. Any potential provider had to support video conferencing, audio and on-demand video streaming. We needed a device to provide full Citrix HDX redirection.

"Our plan included integrating Microsoft Lync 2010 with our Polycom system allowing video conferencing from the desktop into virtual meeting rooms. Support for webcams was paramount with an additional requirement for seamless compatibility of SD cards.

We also have over 80 sites throughout Kent, the South Coast and South London. Centrally managing our desktop devices from our data center in Sittingbourne is imperative. Ideally, any new device management solution would be intuitive, scalable and free from both upfront cost and progressive upgrade charges.

"After a recommendation from our reseller, we evaluated devices from Dell Wyse and 10ZiG Technology. Our aim was to get the best value for money. With that in mind, we were very happy to consider alternative Thin Client vendors."

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**- Andrew Rayfield, Team Leader  
(Infrastructure Technology)**

## THE SOLUTION

AmicusHorizon chose 10ZiG Technology's Linux Thin Clients to complement their Citrix XenApp environment. The 10ZiG Thin Clients dramatically improved the level of performance they could achieve at the desktop by offering full local support for HDX multimedia redirection. This feature allowed AmicusHorizon to remove the processing of CPU intensive applications away from the server and onto the Thin Client itself.

Rayfield cited the reasons AmicusHorizon chose 10ZiG, "We don't have a typical desktop set-up and so testing was intensive. The test results proved 10ZiG was a good choice in terms of functionality and value for money. Testing showed the 10ZiG Thin Client performed significantly better than the Dell Wyse equivalent. The 10ZiG supported HDX media redirection which the Dell Wyse T10 and its Thin OS equivalent didn't. The background services required to achieve this made the 10ZiG marginally slower on boot time, but the extra performance meant this wasn't an issue."

Rayfield continued, highlighting 10ZiG's service, "It was apparent from the first call with 10ZiG that they were knowledgeable and personable. They took an active interest in meeting our needs. The Support Team responded to our issues making enhancements and

developing bespoke images for us. The developments included an auto log-off feature when the ICA client ended and configuration tweaks to accommodate the wheels on our mice.

"The 10ZiG Manager, which was provided free of charge with the Thin Clients, also impressed us. It came with an unlimited user license and no annual or upgrade fees were applicable. It was a perfect tool for us and has allowed us to respond quickly to the needs of our remote sites, implementing their requests easily and effectively."

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## THE BENEFITS

By choosing 10ZiG Technology, AmicusHorizon has reduced the cost of supporting and managing their Thin Client estate. 10ZiG offer AmicusHorizon free technical support, firmware upgrades and 10ZiG Management Server at no cost. In addition to a reduction in costs, the level of performance received by desktop users far surpasses that of the previous device and allows for greater integration of USB peripherals.

Rayfield explained the importance of desktop performance, “The support of HDX media redirection on the 10ZiG Linux images (PEAKos) was a big factor in our decision. It has allowed us to take full advantage of our XenApp environment. The level of performance we can now provide for our staff is refreshing. We can offer support for video conferencing, audio and on demand video streaming. The redirection for HDX is done locally on the 10ZiG Thin Client so the server doesn’t face any increase in workload, even if all our users are utilising these features at the same time.

“The 10ZiG Management Server has given us the peace of mind to know we can act quickly, efficiently and effectively to the requests of our remote sites. We use the 10ZiG Manager to push out firmware upgrades and updates, right down to controlling the screen resolutions of our remote users. This has significantly reduced the management time required to carry out these requests.”

Rayfield summarized his experience with 10ZiG, “We’re glad we made the move to 10ZiG Technology and are reaping the rewards of this decision. Right from the beginning 10ZiG have been a pleasure to deal with from both a sales and support viewpoint. We’ve forged a great working relationship. We are pleased with our experience and are happy to recommend 10ZiG.”

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### 10ZiG 5872v

- PeakOS™ (Linux)
- Full HDX Redirection Support
- Dual DVI Monitor Support STD
- 1.86 GHz Intel Atom Dual Core Processor
- VESA Mounting Capability
- FREE Centralized Management