



## Sun Protection Products “see the light” with Virtualaze

Medium-sized company that distributes Sun Protection Systems for private and business customers sees-the-light by deploying Virtualaze in the office, production work areas and ‘on-site’ installations. After the customer selects the type of the sun protection product(s) they require the tradesmen install the ‘Jalosia’ and ‘shade’ products on the customer’s premises.



Crucial to smooth running of the business ‘back-office’, is the ERP software system which logs employee hours worked, monitors materials used, stock requisition and ordering at the various computer workstations. These computers were either standard Windows 8.1 tablets with Bluetooth keyboard and mice or older Windows XP PCs.

Some of the tradesmen use low-cost Windows Tablets with foam protection to prevent them from being damaged in the workshop or on the customer’s site. All of the company’s computers run the ERP software remotely via the central **Virtualaze** Application Server with up to 10 concurrent ERP access at any one time.



Any data that is input is then processed by office admin e.g. invoicing, salaries and accounts. Admin also provide a crucial function working with the software as they need to search online vendor online catalogues. With **Virtualaze** if there is commercial or IT issue that needs addressing out of working hours (emergency/weekends etc.) the owner can simply hook on to the company server remotely via the secure 128Bit SSL connection and can sort it out immediately.

### Customer/Reseller published information

<b>Reference case:</b> SMB / Tradesman Solar protection panel assembly and retail showroom.
<b>Location:</b> Germany, region: Bavaria
<b>Max. number of concurrent users:</b> 10 (and more - upgradable)
<b>Named User licensing:</b> yes, independent user profile usage
<b>Product:</b> Virtualaze Unify (128 Bit SSL secure RAP-protocol)
<b>Host OS:</b> Windows 2012R2
<b>Office Client Devices:</b> legacy PC(s) with Windows XP-SP3 (32-Bit) installed (PCs were due to be written off)
<b>Mobile Client Devices:</b> Windows Tablet with Bluetooth keyboard & mouse, Windows 8.1, connected via Router/WLAN (Intel ATOM Z3735 Quad Core), 1280x800, 16GB Flash Memory).
- Shared Connection: DSL-Router 16Mbit/s, German Telekom
- Shared Connection: Samsung Laser printer
- Shared Connection: File-Server and Application Data
- Shared Connection: ERP/CRM software, Office Software, Internet browser Chrome, Backup Software, Anti-Virus Software installed only on the host.
- Whilst the tradesmen are on-site they have shared remote access which means there is no swapping of devices...each tradesman has his own computer for ease of logistics etc.

## Checklist

The following has to be checked by the customer or the IT reseller/consultant prior to installation (refer to Virtualaze recommendations):

- Host computer: installed memory for the programs to be used
- Built-in processor for sufficient power in load mode
- approx. 2GB free hard disk space for applications and data
- Understand which host operating system is pre-installed and make sure the latest software updates have been installed - compare the system requirements with the specifications of Virtualaze.
- Do you have enough software access licenses for Windows (RDS) and the applications available? Also do you know how many licenses have to be purchased?
- Have you checked that the software that is going to be used is multi-user compatible? You may need to contact your the respective software vendor or your software reseller.

### Actual customer configuration:

1. **Memory:** 4GB RAM (2GB RAM for the Server OS + 2GB RAM for Apps)
2. **Server CPU:** Intel i5, Single Quad core processor
3. **Host Hard disk:** 256 GB, SSD SATA-II
4. **Bandwidth:** 100 Mbps/Latency: <5ms (LAN). The latency was in this case in the mobile mode (Smartphone HSDPA connection) <100ms. Note: 64 kbps is the default bandwidth per User session. (Switched network, video protocol cache etc.).
5. **Application Usage and Calculation:** Applications used (Office,, browser, ERP etc.) will require more memory per User to be added to this calculation over the 64 MB base memory per user
6. **Microsoft Server Edition 2012 R2**

## How did the customer commission the **Virtualaze Software**?

(To be completed by the customer or the reseller):

- Customer Registration via the **Virtualaze** homepage
- Select the appropriate **Virtualaze** product and respective licenses by the retailer or on behalf of the customer (direct purchases are at list price)
- Payment of the **Virtualaze** software license and activation of the digital license key is via the **Virtualaze** homepage (user portal)
- Download of the latest installation software is via the **Virtualaze** homepage (user Portal)
- In order to install the **Virtualaze** Deployment Center software you need to be in admin mode and input a license key from the "Licenses" sections. Alternatively you can create a license key for the server, applications and users/groups according to our intuitive 'in-program' instructions.

## Advantages for the customer and employees

1. Affordable virtualization technology and solution, e.g. per workstation under 100 Euro/year (excluding huge and on-going 'Total Cost of ownership' - TCO – savings)
2. Free-of-charge downloadable updates for the duration of software use (all updates available via the **Virtualaze** User portal)
3. Short software installation time of less than 1 hour for all user accounts, program and printer assignments.
4. Saved thousands of Euros as no new client workstation hardware had to be purchased saving at least an additional 300 Euro per workstation.
5. No additional and expensive training sessions were necessary for the owner or employees due to the simple and intuitive software.

6. Existing infrastructure (router/switches/network-cards/printers and backup drive) were reused in exactly the same way without modification or restrictions.
7. Start-up time and performance to run remote Applications on the tablets and the old XP computers was improved as only a single 32-bit (XP-PC) or 64-bit (tablet) was used.
8. **Virtualaze** enabled the company to stick to its 'Eco' principals as the software is both sustainable and Green. The customer not only saved money, but significantly reduced the CO2 footprint, due to existing computers being given a new (much longer) lease of life.
9. Some of the computers were set up to run in the **Virtualaze "Exclusive Mode"** (optional), i.e. the host Windows Desktop was deactivated and the **Virtualaze** Workspace Desktop with all shared programs were activated as part of the boot process. This meant that the login screen connected directly with the **Virtualaze** Server.
10. The company has been able to demonstrate increased levels of productivity as employees no longer have the option to use computers as toys during working hours. Employees also have no need to try and fix any technical issues themselves which is costly and takes time.
11. Data remains safe on the server partly because employee USB sticks are systematically locked-out by the **Virtualaze** software. This means that viruses, Trojans or malware no longer disrupt business operations.
12. All tablets can be used to establish a connection to the server in the field via a hotspot (smartphone or ISP) so that the employees can immediately access programs and data without user intervention.
13. Employees no longer have to wait around as now their computers are always available for data entry/use.

## Conclusion

Even a computer user with low level IT competence can perform the installation via the 'Quick Installation Guide' and **Virtualaze** delivers an advantage in many areas e.g. ease of use, hardware, software, sustainable/Green and saves significant costs while simultaneously increasing the efficiency of the company.

**Customer quote:** "Very good! Actually **Virtualaze** should charge a lot more for a product like this! :-) – The software is easy to install and maintain and has increased our productivity as there is always someone who had always to wait until a computer became available....not now. We couldn't believe the value-for-money in comparison to other similar Technologies (which we could not afford) or having to buy multiple new network servers and computers. The solution is even easy scalable as we grow.

**Reseller quote:** We had been looking for a technology like this for a long time but we were not aware of **Virtualaze**. Typically we would have had to install 3 or 4 servers if we were using a traditional Citrix XenApp set-up. That said the customer could not afford these types of solutions.

Now we would be happy to recommend **Virtualaze** to other customers and we can target new clients/markets. Additionally, we now have the possibility to up-sell to future rollouts and up-sell additional Applications and peripherals. For resellers like us it's a good opportunity to charge for licenses a fair and proper consulting fee especially as the customer has more available budget e.g. for better monitors, additional ozone-free printers, input devices or network products.

Without **Virtualaze** we would not have been able to sell anything to this customer. **Virtualaze** helped us to convince and establish new loyal customer who will spend money with us on an annual basis.

August 2017 // End of Text.