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(City of Davenport)

CUSTOMER STORY

The City of Davenport Iowa is located along the Mississippi River in Scott County. Davenport is the largest city in the County and also the largest of the Quad Cities, a metropolitan area with an estimated population of 382,630. The City of Davenport IT Department is responsible for the IT management of all city divisions including Public Works, Finance, Parks & Recreation, Water Pollution Control Center, Police Department, Fire Department, Airport and Convention Center.

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THE CHALLENGE

The City of Davenport has been on the cutting edge of VDI technology since the beginning. They had already switched from a Citrix environment and had implemented VMware Horizon View as their desktop delivery method and were now ready to upgrade their Pano Logic Thin Clients for high performing PCoIP Zero Clients. With a small IT team currently managing 34 facilities all interconnected with City Hall, Davenport realized the importance of taking the intricacy out of the day to day management of the desktop and wanted a device that integrated seamlessly with VMware Horizon View and also something that would improve end user performance.

According to Cory Smith, IT Manager of the City of Davenport, the city currently has 780 full time employees with a vast majority needing a high performance device with mobile flexibility. “We had previously deployed Pano Logic Thin Clients but we were never extremely happy with the performance,” he said. “Pano obviously never used the Teradici chip set and it was very evident. It didn’t get nearly the performance of Teradici’s Tera2 chip set so when

Pano Logic went out of business, we knew it was time to look into actively moving off of that device.”

When researching new devices, Smith said the city was looking for two main criteria, first being basic functionality and second, an end user environment that was as close to a PC as possible. He also said they knew that the department had an obligation to the city to provide the best service at the best price. “We have a constant need to provide more and more services and are continually looked upon in the community to do so and also continue to reduce cost to provide those services,” he said.

According to Smith, Zero Clients had always been a front runner in his mind because of the great centralized management options and the urgent need to simplify the day to day administration of the desktop. He said this, coupled with the seamless integration with VMware Horizon View made the city’s decision a “No Brainer.”

THE SOLUTION

Davenport tested a number of Zero Client systems throughout their research process. "While searching for the right device, we tried numerous Zero Clients from all the major vendors," Smith said. "After speaking with 10ZiG, we felt our decision was an obvious one. 10ZiG's price point was spot on, the support and service provided was excellent and because of their US based sales and support team, we were always easily able to get ahead of someone."

From the beginning, Smith said it was clear that the 10ZiG V1200-P would significantly change the performance his end users were receiving. "The difference between the V1200-P and our previous Thin Clients was considerable. The unit's responsiveness and ease of use was extremely impressive," he said.

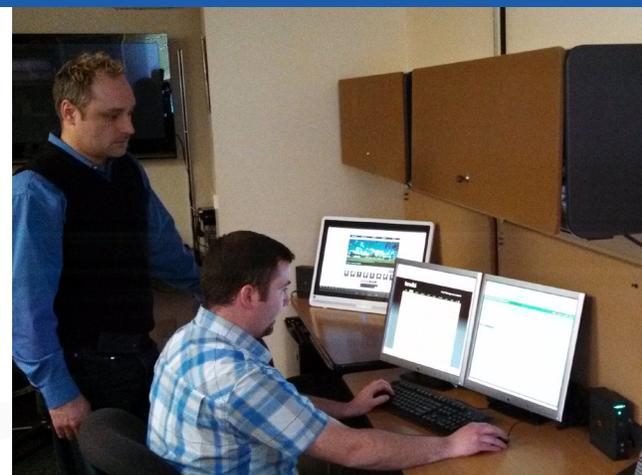
The feedback from employees was also very positive, Smith said. "Everyone was very receptive to the roll out and implementation. Many of them have

no clue they are even using a Zero Client because the overall touch and feel is so similar to a PC. They just know it's better than what they had before and are very thankful."

Currently the City of Davenport has several 10ZiG V1200-P Zero Clients deployed to all 34 departments within the city, with users ranging from simple data entry to users such as the Police and Fire Departments who require higher end capabilities and according to Smith, that number will steadily increase until all of the old units are gone as well as the PC's.

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THE BENEFITS

The City of Davenport is continuing to take full advantage of its 10ZiG V1200-P Teradici solution. It has provided high performance levels, increased productivity, speed of access and stability. The Zero Clients will be able to progressively grow alongside the City of Davenport and the city will soon be able to experience a much earned Return on Investment (ROI).

According to Rob Henry, CIO for the City of Davenport, their relationship with 10ZiG throughout the continuing rollout has been fantastic. He said the Sales and Support Teams have been very attentive and having almost instantly effectively resolved any requests or concerns they have had. "We have made a major platform change for a company and if the device doesn't work right the perception is that the whole project is a failure and this has definitely not been a failure. We will continue to recommend

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