



## Computer Concepts Limited Simplifies PCoIP Client Management for More Profitable Managed Services

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JAMES GOLDING  
SENIOR SYSTEMS ENGINEER  
COMPUTER CONCEPTS LIMITED



Computer Concepts Limited (CCL) provides innovative, engineering-powered information and communications technology (ICT) solutions. Founded in 1990, CCL delivers infrastructure, data protection, end user computing, network services, service desk, and data center solutions to businesses ranging from 50 seats to New Zealand's largest enterprises. CCL is headquartered in Christchurch, New Zealand.  
<http://concepts.co.nz/>

### AT A GLANCE

#### Situation

- Solution Provider/Reseller of ICT Services
- Serves SMBs and enterprises alike
- Christchurch, New Zealand (headquarters). Offices in Dunedin, Blenheim, Nelson, Wellington, and Auckland
- 212 employees

#### Challenges

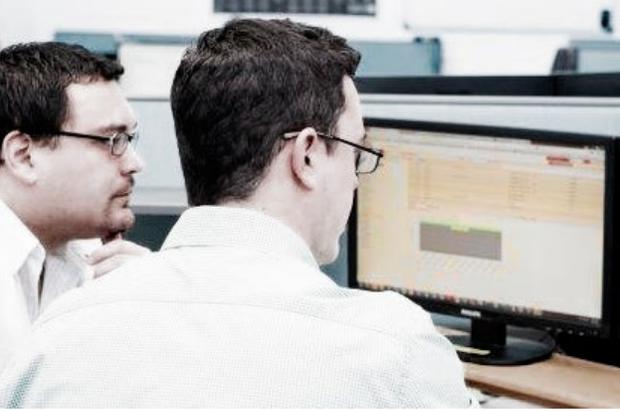
- Deploy and manage zero clients across a wide range of enterprise environments
- Minimize or eliminate the need for engineer involvement during deployment
- Deliver fast, transparent deployments to maximize client satisfaction

#### Solution

- Teradici PCoIP® Management Console

#### Results

- **Rapid deployment:** enables CCL to swiftly roll out 200 to 300 clients in one night
- **Maximize service profitability:** true zero-touch management capabilities and no need for engineering support
- **Meet clients' requirements:** deliver phased or “big bang” rollouts, locally or remotely, with complete confidence



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**New Zealand businesses are big fans of outsourcing ICT services.** After the massive Christchurch earthquake in 2011, many of the city’s businesses had to rebuild but were limited to seven-story structures. With space at a premium, there was little room for in-house data centers and server rooms. Demand swelled for outsourced ICT services and end user computing environments.

The move to managed services greatly accelerated the growth of Computer Concepts Limited (CCL). Today, 90 percent of CCL’s offerings are managed services. The company offers Virtual Desktop Infrastructure (VDI) and desktop solutions with fully managed devices tailored to each client’s specific needs. CCL enables businesses to gain a high level of cost predictability, flexible monthly payments, and Service Level Agreements for application performance.

- Managed desktop environments range from 50 to 13,000 seats for clients in agriculture, healthcare, and professional services. CCL manages the desktop platforms, operating systems, and service desk.
- CCL deploys Samsung All-in-One Zero Clients as its standard desktop systems for most client organizations. The company’s healthcare clients tend to use Dell Precision workstations. Deployments range from desktop systems with a single monitor to solutions involving two or three monitors. VMware Horizon View is the VDI solution of choice for delivering Microsoft Windows desktops.
- CCL provides clients with a guaranteed price per employee for managed services, so it’s important to maintain a streamlined underlying cost structure. The company carefully manages complexities that could demand additional engineering resources.
- With many large client installations distributed across the country, CCL cannot easily send technicians out to deploy individual desktops. They need a true zero-touch deployment and management method.

**The Teradici PCoIP Management Console gives CCL broad reach with a light touch.** With the Teradici PCoIP Management Console, CCL can deploy an entire enterprise deployment of PCoIP zero clients and manage them from a single console. The web-based software lets CCL view and modify configuration settings, update firmware, view event logs, and schedule and perform other common management tasks. And the team can do it with any brand of zero clients on-site or remotely.

For enterprise managed services clients, CCL ensures consistent settings across all devices through profiles. They can manage devices individually, by location, department, or other grouping. Firmware updates are a simple push, and the CCL team can also schedule updates, power-down, and other functions with automatic execution.



#### Products used

PCoIP Management Console

#### Virtualization platform

VMware® Horizon View™

**Speed and efficiency rule.** Utilizing the Teradici PCoIP Management Console to manage all of their customers' PCoIP Zero Clients has allowed CCL to achieve superb efficiency. The PCoIP Management Console offers true plug-and-play deployment and management. "For any other type of client device, we usually have to send an engineer," said James Golding, Senior Systems Engineer for CCL. "Not with Teradici. With the PCoIP Management Console, it's simple to put the device on the desk, plug it in, and be done. It's a true zero-touch deployment."

From a client's perspective, the PCoIP Zero Clients and CCL's ability to deploy and manage their desktops remotely add up to a seamless, worry-free experience. "We can deploy 200 to 300 PCoIP Zero Clients in one night," said Golding. "Our clients can leave the office on Friday evening and come in Monday morning to completely new systems on their desks. This kind of speed and efficiency keeps clients happy."

Golding is also seeing a growing trend to clients needing graphics processing unit (GPU) features. "The PCoIP Zero Clients with VMware Horizon® with View and NVIDIA GPUs are an exceptional combination for healthcare environments," he said. "We envision our healthcare clients moving from basic clinical terminals to this kind of deployment with multiple monitors for medical imaging applications."

Looking ahead, Golding is enthusiastic about the Teradici PCoIP Management Console's future capabilities. He hopes to enable multiple administrators to use the console and know exactly what changes were made. Not only does this further simplify management, it enables CCL to support its clients' regulatory compliance requirements.

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