



## Commercial Real Estate Company Continues Operating During Disasters, with Teradici Cloud Access Software

“Teradici Cloud Access Software does exactly what we need—keeping the business running in the event of disaster by letting us immediately resume using our most critical applications.”

**ANTHONY AZZOPARDI**  
VP OF IT  
HARTZ MOUNTAIN INDUSTRIES



Headquartered in Secaucus, New Jersey, Hartz Mountain Industries, Inc. owns and manages one of the largest privately held commercial real estate portfolios in the U.S.—more than 260 properties spanning 45 million square feet. The company has full-scale departments for leasing, management, finance, acquisition, architecture, construction, development, planning, marketing, design, and property management.

### AT A GLANCE

#### Challenges

- Minimize business disruption and maintain critical client services in the event of disaster
- Enable employees to access critical applications from anywhere, on any device
- Keep infrastructure and management simple and efficient

#### Solution

- Built virtual desktop infrastructure (VDI) in an off-site data center to host virtual desktops with essential cloud and local applications
- Deployed Teradici Cloud Access Software to enable employees to securely connect to their virtual disaster-recovery desktops using HP t310 Zero Clients or laptops
- Managed connections to virtual desktops using Leostream Connection Broker

#### Results

- Successfully tested the disaster recovery solution, continuing to deliver essential client services
- Enabled employees to work from any location
- Minimized IT overhead: creating virtual desktops in the disaster recovery data center took just a few minutes
- Avoided costs of completely replicating VDI in the disaster recovery site



“The combination of Teradici Cloud Access Software and Leostream makes it really simple to get virtual machines up and running in the disaster recovery center. IT is already complicated enough—so anything that can be simple, should be.”

ROBERT NAPIZA  
SYSTEMS ENGINEER  
HARTZ MOUNTAIN INDUSTRIES

Architects for Hartz Mountain Industries use Autodesk Revit to update floor plans, elevations, sections, and 3D views. To deliver a great experience with this graphics-intensive application from PCoIP Zero Clients, Hartz Mountain Industries built its primary VDI with NVIDIA Quadro graphics processing units (GPUs). The PCoIP protocol is tightly integrated with NVIDIA GPUs to send images over the network to the thin client without lag or loss.

In 2016, the headquarters of Hartz Mountain Industries experienced an unexpected loss of running water, forcing employees to evacuate the building for the afternoon. That costly incident drove home the company’s need for an effective disaster recovery solution. “We own and operate large hotels and office buildings, which count on us to manage vital operations,” says Anthony Azzopardi, vice president of IT. “We can’t afford to be without email, Internet access, or our cloud accounting software—even for an hour.” The company needs the means to continue working in the event of down servers, impassable roads, electrical outages, building damage, and other disasters.

**Since 2012, Hartz Mountain Industries’ 500 employees have worked on virtual desktops, connecting from HP t310 Zero Clients optimized for the PCoIP protocol.** The desktops are hosted on-premises, on VMware Horizon virtual desktop infrastructure (VDI). “In the event of a disaster, we wanted employees to be able to continue using the most essential applications,” says Azzopardi. “Our main requirements for a desktop disaster recovery solution were ease of management and reliability.”

**After evaluating two leading desktop disaster recovery solutions, Hartz chose Teradici Cloud Access Software.** The other solution required a significantly higher capital expense because all infrastructure components had to be replicated in the disaster recovery site. What’s more, the IT team would have needed to buy and manage multiple services. “Simplicity was our top requirement, and a demo of Teradici Cloud Access Software convinced us that it’s the easiest disaster recovery solution to set up and manage,” says Robert Napiza, systems engineer for Hartz Mountain Industries. The IT team had confidence in the solution’s performance and security because of their years of experience with the PCoIP protocol—the basis of Cloud Access Software.

**Setting up a proof of concept for Cloud Access Software took only a couple of days.** The company had already converted an unused warehouse in another location to a disaster recovery site with a private cloud and office space for about 20% of the workforce. For the proof of concept, Napiza installed Cloud Access Software on the disaster recovery servers. Then he used Leostream Connection Broker, also chosen for its ease of use, to quickly create two desktop pools. Desktops for corporate users include Office 365, a browser, and cloud-based accounting



software, Yardi Voyager. Desktops for staff who work onsite at hotel properties also include the support credit card transactions, billing, and guest check-in. When employees log in, Leostream automatically connects employees to the right desktop for their role.

**After creating the first virtual desktop with Leostream, Napiza spun up additional desktops for the proof of concept in less than five minutes.**

The IT team took its primary servers offline and connected the zero clients to the disaster recovery site. The next time employees logged on, they accessed a basic virtual desktop— with email, Internet access, and cloud-based accounting software—hosted in the disaster recovery site. “With those three applications, we can do 90%-95% of our work for days,” says Azzopardi. Within an hour or two, the IT team migrated the document server to the disaster recovery site. “Providing access to the most critical applications right away takes the pressure off our team to bring up documents and other applications,” Azzopardi notes. After the test, the IT team simply reconnected the zero clients to the on-premises VDI.

Today the IT team keeps a certain number of disaster recovery desktops ready to go, and can quickly spin up new ones as needed. When disaster strikes, employees just log on to access a disaster recovery desktop. If they can physically get to the office or disaster recovery site, they use a zero client. If not, they can work from home or any other location using any Mac or Windows device with a Teradici software client. They receive a secure connection with the same performance they would enjoy with a local workstation.

Azzopardi concludes, “Teradici Cloud Access Software does exactly what we need—keeping the business running in the event of disaster by letting us immediately resume using our most critical applications.”

