Franciscan Ministries Uses the Teradici PCoIP Management Console Enterprise Edition to Make Zero Client Management a Breeze

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NANCY SOCHA
SUPERVISOR OF DESKTOP SUPPORT SERVICES
FRANCISCAN MINISTRIES

AT A GLANCE

Situation
- Franciscan Ministries
- Lemont, IL, USA
- 2,000 employees

Challenges
- Make it even faster to manage and update firmware on endpoint devices
- Needed to simplify deployment of new PCoIP Zero Clients

Solution
- Teradici® PCoIP® Management Console Enterprise Edition
- VMware® Horizon (with View™)
- Dell Wyse 5030 PCoIP Zero Clients

Results
- An intuitive console interface: accelerates Franciscan Ministries’ ability to bring PCoIP Zero Clients under management without requiring extensive IT training
- Auto-scheduling features: saves four to five hours each time that firmware is updated
- “At-a-glance” dashboard: provides immediate visibility across all PCoIP Zero Clients

Since 1894, Franciscan Ministries, Inc., a nonprofit, has cared for families through its affordable senior living and skilled nursing communities, in-home programs, domestic violence shelter, and educational support programs. The organization operates 10 senior communities that provide independent living assisted living, Memory Care, and skilled nursing care services in Illinois, Indiana, Kentucky, and Ohio.
Deploying PColIP Zero Clients isn’t enough to virtualize desktops—you have to be able to manage them too. In 2014, Franciscan Ministries deployed its first virtual desktops with touchscreen systems in nursing stations. From that first step, the organization has made steady progress, deploying 300 virtual desktops by the beginning of 2016. The goal is to increase that number to 500 desktops within the year. “We’re migrating to PColIP Zero Clients because they are so much faster, easier, and more cost-effective to deploy,” said Nancy Socha, Supervisor of Desktop Support Services at Franciscan Ministries. “Zero Clients only require 20 to 30 minutes to get up and running, instead of four to five hours that it takes to deploy one PC. With a total of 700 desktops to support, virtualizing the majority of them will significantly improve IT productivity.”

- Franciscan Ministries aims to virtualize up to 95 percent of its desktops within two years. The organization’s virtualized desktops deliver all critical applications, including clinical, financial, email, Internet, and Microsoft Office applications.
- Windows XP PCs are being replaced with Dell Wyse 5030 PColIP Zero Clients, at approximately half the cost per desktop.
- The management software they were using—Dell Wyse Device Manager—wasn’t the most efficient tool for their needs. The interface was not intuitive, and the IT team required training before they could push out profiles. Automating profiles was challenging, and many times, the tool could not locate the PColIP Zero Client devices.
- With over 200 Zero Clients requiring management for 10 locations in Illinois, Indiana, Kentucky, and Ohio, Socha and her team quickly needed a better way to add devices, gain visibility, and automate as many processes as possible.

“One of our staff technicians discovered the Teradici PColIP Management Console,” said Socha, “so we began using it in 2015 and realized a huge difference. When the Enterprise Edition was released, we migrated to that version.”

The PColIP Management Console Enterprise Edition allows IT administrators to quickly and easily provision new devices, review metrics, configure settings, and update firmware from a single console, and Franciscan Ministries has been able to take advantage of Teradici Support and Maintenance. Franciscan Ministries deployed the PColIP Management Console software on Linux servers.

Socha was up and running in just two hours with no training. She was able to immediately bring 20 Zero Clients under management, name them, and push firmware updates to them. Within two weeks, the entire installed base of PColIP Zero Clients was added to the PColIP Management Console Enterprise Edition.
Franciscan Ministries manages devices in groups. Endpoints are grouped by the senior community in which they’re located. Within each group, there are additional profiles defined for nursing touchscreen systems, devices in the Eastern time zone, and for endpoints that use automatic logins. With all of the current PCoIP Zero Clients under management, she can quickly view her inventory of endpoints to make sure they are updated and running.

“I like the dashboard,” said Socha. “It’s the first place I go to see all of our endpoints. I can create and deploy profiles and push out firmware updates all from one central place.” She says that adding new devices is easy. She simply accesses a new PCoIP Zero Client over the Internet and moves it into the PCoIP Management Console.

She recently automated firmware updates, which saves even more time. “Building the profile was easy, I set it up, and the PCoIP Management Console automatically pushed firmware to 70 endpoints overnight,” she said. “When I came in the next morning, they were all done and ready. It only took 10 or 15 minutes to set it up the first time, and the auto-scheduling saves four to five hours each time we need to do a firmware update.”

Socha and one other administrator use the PCoIP Management Console Enterprise Edition. During the migration, Franciscan Ministries worked with the Teradici Support team to accelerate deployment and had nothing but praise for their assistance.

“Teradici tech support was great,” said Socha. “We migrated to the Enterprise Edition with minimal effort, and compared to the Dell management tool, this was a breeze.”