Louvre Abu Dhabi

A customized configuration and tailor-made service provided by ZeeTim through ZeeTerm thin clients.

Case Study

اللوفـــــر أبوظبـــــي

LOUVRE ABU DHABI

A VDI infrastructure to support an ambitious project

Louvre Abu Dhabi is a new cultural beacon, bringing different cultures together to shine fresh light on the shared stories of humanity.

The origins of Louvre Abu Dhabi date back to March 2007. The UAE and France formed an unprecedented partnership for cultural exchange, and the highlight of this would be the establishment of Louvre Abu Dhabi on Saadiyat Island. The partnership would combine the UAE's bold vision of cultural progression and openness, with France's expertise in the world of art and museums.

As part of building this vision, the IT department understood the advantages of VDI and the impact it would have on its users and hence had assigned the task to its system integrator to propose the right vendors for the job.

Louvre had chosen VMware horizon view as their VDI of choice and was the first project that wanted to use the new Blast Protocol that was introduced by VMware to move away

from PCoIP. As part of that they would require 200 units of thin client to be used by all departments that help run Louvre Abu Dhabi.

Strong requirements in terms of flexibility and ease of use naturally lead to ZeeTim thin client solution

Zeetim was chosen amongst many other thin client brands that pitched after intensive scrutiny around device flexibility, support and ease of use. All these factors where thoroughly tested both during implementation as well during post sale support.

One of the first requirements was the Louvre IT team wanted their users to directly interface with the VMware login screen instead of the usual ZeeOS bootup. The team at Zeetim were able to launch the device in Kiosk Mode that enabled direct access to horizon view login without the need to launch the receiver.

The management tool provided by Zeetim was used extensively during the early deployment phase. The first step was to make sure to setup one device which had all the necessary packages and certificated installed for it to connect and authenticate into the VMware VDI. This image was duplicated and pushed right from the management tool to all the 200 devices and within a matter of minutes Louvre were able to have devices up and running for their users.

A top notch support that makes the difference

After few weeks post implementation users had started complaining about green screen when connecting to a remote desktop with H.264 from a Ubuntu 16.04 client system using an Intel GPU. This was a noted issue within Blast protocol of VMware which the experts at Zeetim were quickly able to identify and rectify by upgrading the horizon client from 4.5 to 4.6. The issue was not seen again post the upgrade.

Zeetim were also able to fulfill their request to integrate USB based WIFI adapter to the thin client with the appropriate firmware update. This was planned to be used in areas where the network cable was not available and needed the devices to be connected using WIFI alone.