



## Case Study

### Higher education

Large state University transforms its endpoints and gains big



A large state university in the United States of America has selected ZeeTransformer from ZeeTim as part of its move to deliver their remote applications efficiently and securely. This university provides some of the best undergraduate and graduate programs in its state, with over 30 thousand students and staff at 5 different locations.

### Aging PCs degrading user experience when accessing virtual applications

This university had ageing PCs delivering access to virtual applications hosted on a VMware Horizon platform. Over time, it was becoming more and more challenging to access these virtual applications due to poor hardware performances; hence the university was planning to either buy new physical endpoints or transform the existing ones.

When the Covid-19 pandemic hit, the university's IT department had to maintain and even improve the data availability. The objective was to ensure enhanced security, more centralized management, and have more flexibility and agility in delivering the apps required by students and staff. They also had to adapt physical workstations to the new social distancing behaviors due to the Covid situation.

### Thanks to ZeeTransformer, no need to invest in new hardware

The university's IT department had a tremendous amount of existing endpoint hardware available, and it did not make sense to invest in more hardware. In addition to this, a significant strain on IT budgets pushed the university to seek a different alternative. In the best-case scenario, the university would be able to repurpose the existing PCs in the labs, extend their life and save budget, all while keeping in line with a more centralized and secure solution that would give the users a



good experience especially in the computer labs. Different courses were offered in the labs, and the appropriate workspace experience needed to be delivered depending on the class.

After looking at alternative solutions, ZeeTransformer was selected. ZeeTransformer offered the university the ability to transition from Windows machines to ones running ZeeTim's lightweight and secure ZeeOS operating system. Because of the minimal hardware demands of ZeeOS, continued use of the existing hardware was possible. Just like how IT centrally managed the virtual applications environment, they could now easily manage all the endpoints remotely with the ZeeConf management tool. Through ZeeConf, IT set all devices to Zero Clients where all users would turn on the devices and access the same applications in the same way with no latency. With ZeeOS being a read-only operating system, users would not be able to change anything locally, and the device could not be penetrated by hackers.

### Unmatched quality of support

While ZeeTim's technology played an essential role in the university's decision to move forward, the level of support also made the IT team very comfortable. The validation process took several months, and ZeeTim was always available and ready to provide support and a customized solution.

It was particularly true when trying to apply the measures of social distancing in the labs. The university teams wanted to make sure only one workstation over two was used. Through the ZeeConf management console, ZeeTim provided the university with a customized template, enabling it to lock in one workstation over two. Therefore, when a student was trying to log in on a non-authorized desktop, no data was available from the workstation. Last but not least, all of this was done remotely, in contrast to the previous operation where technicians had to physically go to the various labs to assist with technical challenges and engage in constant device patching, all with a lack of visibility into what was happening at the endpoints. The university is currently looking to expand its virtualization perimeter and will look to ZeeTim to support them in this quest.

### Problems addressed

Challenge	How ZeeTransformer addressed it
× Aging PCs in the labs	✓ Extended life of PCs thanks to a low resource consuming solution
× PCs required constant patching	✓ Very little device management required
× Low security of the PCs was a risk	✓ More secure OS with hardened structure
× Slow desktop configuration changes	✓ Centralized Zero Touch management thanks to management console ZeeConf

