

Symbio Technologies™ | **CASE STUDY**
Enterprise Thin Client Solutions

Vision Financial Corporation
Staying Thin Amidst Rapid Expansion
Debt Collection Call Center
August, 2006

Symbio Technologies
134 North Avenue Suites E&F
New Rochelle, NY 10801
t. +1 (800) 576-1205 | f. +1 (800) 576-0944
www.symbio-technologies.com
sales@symbio-technologies.com



Staying Thin Amidst Rapid Expansion

Vision Financial

The Vision Companies are a diverse, professional financial services organization offering a broad range of products to small, medium and large sized companies.

The company's management has over 100 years of experience in a wide variety of financial service arenas. Through its affiliates, Vision offers a full range of revenue cycle management services including receivable factoring, commercial, consumer and healthcare accounts receivable management, debt purchasing, consulting, asset based lending, and real estate investing. The company takes great pride in its hands-on approach, which is carefully and specifically designed to tailor its services to the specific needs of each client.

Vision Financial is headquartered in White Plains, New York, with offices in Rockford, Illinois, and soon in Miami, Florida.

The Challenge

"I require a solution that I can not only scale when my company grows, but that will be as reliable and manageable regardless of the number of agents (users) that use my network – In other words, if I double the size of my network, I do not want to be forced to double my IT spending or technical staff"

- Stewart Dauman (President)

Vision Financial is already using Symbio Technologies' diskless thin client technology at their headquarters in New York and is very pleased with its performance. Vision Financial is growing rapidly and recently opened a new office in Chicago. There they needed to install a network with more than twice the number of workstations they had in New York. The installation had to be accomplished with minimum expense, maximum speed, and function flawlessly because there were no IT resources in Chicago readily available to the company. In addition to expanding the network, great care had to be taken to avoid any security issues.

Similar to their New York office, the Chicago branch of Vision Financial collects and stores financial data for their customers and serves as a call center for collection agencies, so information security is a key concern for the company.

Equally important to the company is the ability to offer remote access to selected clients, as well as to allow the secure accessing of internal company data between their New York and Chicago offices.

So, the challenge facing Vision Financial was to design a network that required minimal maintenance, offered absolute security, and allowed users to access it remotely.

The Solution

In many ways, the network designed by Vision Financial for the Chicago office replicated the solution used in New York that was working so well. The only major difference was that this deployment was on a larger scale and had the added complexity of inter-office integration.

The Chicago office has 40 diskless thin clients (model SYM1110™), 1 Symbiont Boot Appliance™ (model SBA140™), and 1 Windows Terminal Server™ provided to them by their current IT integration and support firm. The network was designed with the intention of adding a second terminal server that would be used to support the SQL database client software. This second server will allow the company to distribute the processing of end user applications.

"Our Windows Terminal Server and Boot Appliance were pre-configured. We didn't even need to send a technician to our Chicago office to configure or test anything. A couple of our employees just unboxed the diskless thin clients, plugged them in and everything was up and running without a single glitch."

- Ajay Philip, Senior IT Administrator

If Vision Financial had decided to use personal computers instead of terminal server technology to distribute the processing of their end user applications, every one of the 40 personal computers would require hardware upgrades--a very costly expense in terms of hardware costs, deployment time, and lost employee productivity. Weighing these two choices, Vision Financial immediately realized the benefits of a centralized computing network because they needed only to add a second terminal server to accomplish their goal. They could have chosen to upgrade their existing terminal server, but adding the second terminal server would allow them to expand their network as far as they wanted.

Just as in their New York headquarters, Vision Financial designed their Chicago office to be a redundant network utilizing two Internet connections, two routers, and plans for a second Boot Appliance. In addition, this solution enabled them to maintain a fully functioning disaster recovery facility.

In keeping with the server-centric model that offered Vision Financial simplicity, reliability, and security, Symbio's products standardized all of the computer workstations throughout Vision's offices. All company data is stored on a central file server, and all customer data is stored in an SQL database. All remotely accessed data is funneled through a secure VPN tunnel that remains secure on the file server. None of the data can be copied or downloaded onto insecure laptops or PCs that might subsequently be stolen.

Results

Unlike Vision Financial's New York headquarters, where a mix of computing devices are used (laptops, PCs, diskless thin clients), the Chicago office is a pure diskless thin client solution. Having only diskless thin clients in the Chicago office translates into an extremely simple, reliable, very fast and most of all, secure network that is very easy to maintain.

In fact, the Chicago office does not even employ an IT staff for network or hardware administration. There is a single individual whose job is to assist end users with the call center software applications. The amount of money spent on the diskless thin clients is less than what it would have cost just to have someone install personal computers.

As a result, the company can offer their services at much lower costs than their competition because of their zero-cost desktop IT solution. The small size and silent operation of the terminals makes the work environment quiet and spacious. Vision Financial has even noticed a savings in their electric bill, as Symbio's diskless thin clients (SYM1110) consume only 5 watts of electricity.

This page has been intentionally left blank

For more information about Symbio Technologies, our network of Value Added Resellers, and our industry-leading diskless thin client solutions, please visit: www.symbio-technologies.com

Address

Symbio Technologies
134 North Avenue Suites E & F
New Rochelle, NY 10801

Website

www.symbio-technologies.com

Affiliates

www.disklessthinclients.com
www.ltsp.org

Contact Info.

t. +1 (800) 576-1205
f. +1 (800) 576-0944
sales@symbio-technologies.com

About Symbio Technologies

Symbio Technologies develops enterprise-class networks with a single goal in mind: Simplicity. A simple network is a manageable one - and that translates into lower costs, increased reliability, tighter security - and peace of mind. Symbio helps organizations break free of the common limitations, costs and headaches of computer networks by simply eliminating the most troublesome part of the network – the personal computer.

Symbio takes PCs off the desktop and replaces them with diskless thin clients – small desktop devices with no moving parts, no internal storage, no embedded operating system and no software. Simply turn them on, connect to the network and your users can access to the most up to date operating systems, applications and data as needed.

Symbio Technologies designs and manufactures hardware, software and services that enable businesses to reduce the time, complexity, and costs associated with deploying and maintaining computer networks.

Symbio's flagship thin client solution consists of a network appliance called The Symbiont Boot Appliance, stateless desktop terminals (diskless thin clients), and value-add subscription services. Our solutions connect users to a variety of environments that utilize the most popular protocols and systems in the industry, including Microsoft Windows Terminal Services (RDP), Citrix (ICA), Linux/Unix (X), NX Server (NX), TN5250/AS400, IBM3270, and virtually any mainframe protocol.

No express or implied warranties are provided for herein. All specifications are subject to change and any expected future products, features or functionality will be provided on an if and when available basis.

©2007 Symbio Technologies, LLC. All rights reserved. Symbio Technologies, The Symbiont™, The Symbiont Boot Appliance™ and their respective logos and product brands are either registered trademarks or trademarks of Symbio Technologies, LLC. All other trademarks and tradenames are the property of their respective owners.