

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

Vision Financial Corporation
Call Center Starts Thin With Symbio Technologies
Debt Collection
October, 2005

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



Call Center Starts Thin With Symbio Technologies

Vision Financial Corporation

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

"I realized that in order for me to stay a step ahead of my competition, I would first have to look seriously at my IT systems. That's where I could get ahead. If I built my system intelligently from the start, my bottom line costs for my IT services would be less than my competition's."

- Stewart Dauman (President)

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 other cities as well.

The Challenge

Vision Financial's debt collection department is expanding at break neck speed. As a customer-service organization, they need to have secure and reliable access to customer and client data on a continual basis.

By the same token, their business plan depends on keeping the cost of their IT maintenance to a minimum without sacrificing their ability to integrate high-end, industry-specific hardware and software into their network.

As a company that collects and stores financial data for their customers and serves as a call center for collection agencies, information security is a key concern for the company. Equally important to the company is the ability to offer remote access to selected clients, specifically those companies who are owed money.

So, the challenge facing Vision Financial was to design a network from the ground up that required minimal maintenance, offered absolute security, was extremely scalable, and allowed end users to access it remotely

The Solution

Realizing that they needed a centralized computing infrastructure, Vision Financial, through an existing integrator, contacted Symbio Technologies. Vision initially investigated the possibility of deploying a Linux desktop environment because of its lower upfront licensing costs and inherent security. Ultimately, Vision Financial chose a Windows desktop environment because the applications they needed for their industry were written only for the Microsoft Windows™ Operating System and their in-house IT staff was more knowledgeable in offering support for this platform.

To guarantee the reliability of the network, Vision Financial designed a completely redundant network with two Internet connections, two routers, two terminal servers and two Symbiont Boot Appliances™ (Model SBA140 – Professional Rackmount).

The company used thin client technology because they understood that in order to keep data secure, the network design must be simple and easy to manage. In addition, a thin client solution provided the company with the scalability they required. Adding another workstation is a simple matter of just plugging it in. No additional configuration is required.

When it comes to company data, all of the data is stored on a file server, and all customer data is stored in an SQL database. 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 or compromised.

"My network is amazing. I've scaled from 10 to 30 computer workstations almost overnight. My IT staff is dedicated to database management and customer service systems rather than computer hardware repairs or personal computer damage control. I can scale my system to hundreds or even thousands of workstation without adding a single dollar to my bottom line. I am preparing to open a new facility several hundred miles away and I will replicate what I have done here in White Plains."

- Stewart Dauman (President)

Results

The server-centric diskless thin client solution purchased from Symbio Technologies functions so smoothly that the IT staff of Vision Financial is able to focus its efforts on the development and support of graphical front-ends to their database and end-user support rather than on desktop hardware or network related support.

So pleased is Vision Financial with the network that they are planning to replicate it in their new facility in Chicago, which will service double the number of collection agents as their White Plains facility does.

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 as opposed to the estimated 200 watts needed by personal computers.

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.