

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

**Superior Computer Services and Symbio Technologies Design A
Rugged, Stateless, Diskless Thin Client Solution**
Manufacturing
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Superior Computer Services and Symbio Technologies Design A Rugged, Stateless, Diskless Thin Client Solution for Manufacturer

The Challenge

"There's no doubt in my mind that personal computers would never have worked in this environment...getting the business products online was pretty much a snap."

- Evan Barash

Superior Computer Services (www.supercompserv.com) of Mt. Vernon, New York was contacted by its customer, a plumbing supply company, and told that their text-based accounting software, Aclaim (running on an IBM AIX platform), which they had been using for years, was now upgrading to a new version which requires a Windows graphical interface environment. To continue using it, the company would have to upgrade its aging network of text-based "dumb" terminals, but they had some major constraints on the choices they could make.

Housed in a warehouse in the Bushwick section of Brooklyn, the office space available for workers was very limited. In addition, as in many manufacturing environments, the air quality was less than desirable due to the by-products of the company's fabrication of custom large-scale pipe, flanges, and valves. Marc Barash, president and owner of Superior Computer, and his son Evan knew that they had to find a computing solution that had a minimal footprint, drew minimal power, and was rugged enough to stand up to the constant dust and debris in the air.

Reasoning that a thin client solution would solve both these problems, the Barash father and son team began a search for the smallest thin client they could find with no internal moving parts that would become clogged with dust. Their search led them to Symbio Technologies.

The Solution

Symbio helped Superior Computer select 14 SYM5100 thin clients and suggested they be mounted with VESA mounts to give the office workers even more room on their desks. The thin client network also included two IBM x3200 series servers running Windows Server 2008 -- one for the accounting software and for services such as Active Directory and Primary Domain Controller, and the other to act as the Terminal Server for the thin clients. The thin clients were connected to this terminal server with a Symbiont Boot Appliance, through which the users' desktops would be delivered and where their documents would be stored. The network also included several laser printers, dot-matrix printers, and three traditional PCs and laptops.

Superior Computer also bought a Symbiont Boot Stick for the company's owner so that he could log on remotely to the network whenever he traveled. That way, he would always have access to his

applications and data but would not have worry about having anything stored on his laptop that could be lost or stolen.

Results

The Barashes found that even though they had no real prior experience with installing a thin client network, "getting the business products online was pretty much a snap." Whenever they needed guidance, they found a helping hand in Symbio Technologies. "Years ago we experimented with building our own Linux-based thin clients using old PCs we had accumulated over the years, but the technology just wasn't reliable enough to provide a realistic solution for deployment in an actual work environment. Configuring the Symbio SYM5100 thin clients to use Microsoft's stable RDP protocol was very appealing."

The users, too, found the new system quite easy to use. Many of them had limited experience with computers outside of work. One older woman, for example, had never used a mouse before. However, the employees took to the new system quickly and were unaware that they were using a computing solution different from a traditional PC.

"There's no doubt in my mind that personal computers would never have worked in this environment," said Evan Barash. "The equipment here takes a real beating. On the other hand, I think these thin clients are reliable and will last for years, which means fewer headaches for us and fewer expenses for our client. One of the side benefits, too, of using thin clients with no internal moving parts is that they're silent and don't generate any heat. This is a very hot, noisy place to work. Anything we could do to reduce the amount of noise and heat would be beneficial to the workers."

When asked why he didn't purchase thin clients from Hewlett-Packard or Wyse, Barash pointed to the level of support he received from Symbio Technologies and non-embedded software on the Symbio thin clients as his main deciding factors. "I like the fact that when I call up, I get a real live person who responds to my issues right away. This was our first experience with Symbio Technologies and diskless thin client networks, but I know it's not going to be our last. We're looking at a larger installation for another customer and I think this type of thin client network would work well there too."

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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

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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.

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