CASE STUDY

LGL Recycling

The Customer

LGL Recycling is a waste and recycling company with operations in Long Island and Florida.

The business focuses on the collection of waste and recycling at homes, businesses and construction sites using its fleet of over 100 vehicles and 5 processing facilities to sort, sell and recycle various material and commodities. LGL owns the whole lifecycle of waste and recycling for the people and businesses it serves.

In total, LGL has just under a dozen locations on the corporate network, but also has over a dozen users who all work entirely from home.

Managing the IT efforts of LGL is Nick Casagrande. He is the IT Director of LGL and has more than 10 years of experience with VDI and virtualization technology.

The Challenge

LGL Recycling could not gain the manageability, governance LGL Recycling originally turned to VDI in order to centralize apps and desktops so that users could work from anywhere with any device. The need arose when the data center was moved from onsite to a colocation facility. Once the move was complete, users at different locations needed access to the apps and data at the same speed they were used too.

LGL found the right solution in a combination of VMware vSphere and Citrix XenDesktop (now called Citrix Virtual Apps and Desktops).

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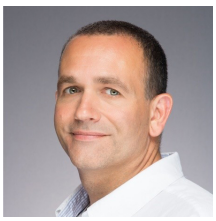
But LGL Recycling still had a major management problem for their traditional x86 Thin Clients. Simple changes, for example, could often take well over 30 minutes to construct. This did not even include the rollout process. Once it was begun, the process simply raised even more challenges than were initially apparent. For example, a simple Citrix Receiver (now called Citrix Workspace app) update to the environment could easily consume an entire day. Rollouts were never smooth, and settings were often lost. All of this culminated in dissatisfied end users.



Casagrande had had enough with his traditional Thin Clients, and he was looking for a better option.

"Functionality wise, the Thin Clients were overpriced, consistently under-performed, and support from vendors was lackluster at best" – says Casagrande.

These problems would eventually culminate in his decision to make the shift to a different, better and smarter solution.

Lastly, because LGL has so many remote workers spread out across different office locations and others working almost entirely from home, Casagrande needed a solution that worked directly out of the box – one that did not consume precious IT staff time in setting devices up and connecting them to a central management solution and their VDI environment.

The Solution

For Nick Casagrande, the search for an endpoint device that was better than his existing Thin Clients was on. Nick hoped that not only would purchasing new RX-HDX Thin Clients be cost effective, management for these devices might also be easier, and, of course, that they might also perform better than his existing devices.

He was not let down. For Nick, using the RX-HDX was all around better. The solution, he found, was simple and compact, straight to the point, ready out of the box, and offered a much improved interface – better than his existing Thin Client models ever could hope to compete with.

The RX-HDX / Citrix Ready workspace hub Obsoletes Traditional x86 Thin Clients

The RX-HDX is a next generation device available from NComputing. It aims to totally disrupt the Thin Client space by offering an endpoint solution that is able to perform at the same level, delivering enterprise grade features, and more, at a fraction of the cost.

The RX-HDX device is also fully upgradeable to the Citrix Ready workspace hub. And Stratodesk is the pioneering software provider behind the RX-HDX/Citrix Ready workspace hub that stands at the zenith of innovative technology and design. The workspace hub is built on the latest Raspberry Pi platform, making it secure, affordable and compact. Meanwhile, it is Stratodesk's software that makes the device a truly disruptive IoT endpoint for the enterprise.

Stratodesk NoTouch OS, the OS of the RX-HDX/hub, includes Citrix Workspace app directly out of the box for seamless connection to Citrix Workspace. Also fully supported on NoTouch OS is session roaming, QR code login, WiFi & Bluetooth.

"The tight integration with Citrix and the NComputing RX-HDX workspace hub was one of the primary reasons we chose Stratodesk over our competitors" – *Nick Casagrande*

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Automated Management with Stratodesk NoTouch Center

Finally, Stratodesk's automated management solution came as an added benefit to the RX-HDX device. No longer would LGL have to contend with lengthy update and rollout times. With NoTouch Center, they can now take advantage of true, enterprise grade management. Ready for advanced VDI and IoT use cases facing the enterprise, NoTouch Center supports drag and drop certificate handling, Single SignOn, Reporting tool & Scripting Engine and more.

More specifically, LGL is happy with NoTouch Center's ability to "organize the environment to mirror active directory OU's, ease of management, and the ability to make changes easily."

Because the RX-HDX device is ready directly out of the box, it was just what Casagrande was looking for. He could purchase as many RX-HDX's as LGL needed and have them shipped to their remote workers. Once delivered, it was easy as pie to fully set them up and start using them.

> An added benefit has been the ability to send the RX-HDX's to our work from home staff direct from CDW and have them configured with zero IT involvement. This has led to increased productivity and cost savings" – says Casagrande.
> "Thanks to Stratodesk software, connecting devices and managing them is simple. All I needed to do was add one simple firewall rule. I didn't have to set up a VPN, didn't have to deploy any hard-ware, gather public IP addresses, etc, etc. I just had to pop a hole in the corporate firewall so the RX-HDX's could reach the Stratodesk NoTouch Center to obtain their configurations."

Summary and Future

Casagrande is quite happy with the Stratodesk/RX-HDX solution, and he doesn't mind telling people about it. He estimates that the time savings LGL has received from the joint solution is somewhere in the 40-60 hour range when updates were required.

> "And we're a small company," – says Nick.
> "I shudder to think how large organizations deal with it."

Currently, LGL is expected to grow their RX-HDX environment to well over a hundred devices once the rollout is complete – all licensed with Stratodesk software. As new people come on board, they will be getting brand new RX-HDX devices, not Traditional Thin Clients.

Nick looked at competing solutions from IGEL, HP, ClearCube, 10zig and others – no other device on the market had the same easy, out of the box management options in place.

> "It's a huge sigh of relief" – says Casagrande.
> "Stratodesk lets me manage devices wherever they are in the world without any complex networking changes or configurations."

Thanks to the central management solution and ability to connect devices without any IT help, eliminating the pricey procurement and extensive labor that would have been necessary from purchasing and managing traditional Thin Clients, LGL saves $40K a year.

> "LGL Recycling's deployment of NComputing's RX-HDX thin client, powered by NoTouch OS and centrally managed by NoTouch Center, is a validation of our mission to provide affordable and powerful thin client solutions to enterprise customers" – said Richard Sah, CTO of NComputing.
> "NComputing is very excited about our partnership with Stratodesk to bring innovation to our customers and provide important features such as dual display support, RTME integration and Citrix Casting. NComputing and Stratodesk are committed to pushing innovative use cases and workspace transformation."

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About Stratodesk

Stratodesk is redefining endpoint computing by delivering a single endpoint solution for VDI, DaaS and IoT markets. Today's enterprises are moving beyond traditional desktops towards smart workplaces where the diverse network of endpoint devices will create interoperability and compatibility issues without a single unified endpoint solution.

Stratodesk's cutting edge linux-based endpoint OS and management suite, NoTouch, is a next generation, hardware-agnostic solution that enables companies to cost-effectively manage their endpoints. Our solution works seamlessly across x86 and ARM based hardware products (including Raspberry Pi) to provide a unified platform for your endpoints. It also increases endpoint security, simplifies user experience and allows customers to maximize the benefits of existing desktop hardware (Laptops, Thin Clients, PCs and ARM devices) through PC Repurposing.

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