GASTON COUNTY
North Carolina

» Gaston County «

"The Stratodesk Citrix Ready workspace hub will be a keystone of Gaston County's software defined secure digital perimeter...Stratodesk is now positioned to lead us into the future of work"

Fred Hinson of Gaston County Government,
Virtualization Administrator II

The Customer

There are fifteen incorporated towns in Gaston County, ranging in size from the City of Gastonia to the Village of Dellview. The incorporated/unincorporated population is approximately 54.4% to 46.6%, with 65% of the population living in an urban environment. All of the following population estimates are for 2010. In addition to fifteen incorporated towns and cities, there are several unincorporated communities such as Hardin, Lucia, Crowders Mountain, Sunnyside, Alexis, Tryon, and North Belmont.

Gaston County Government uses a combination of Microsoft Windows 2016 2012r2, VMware vSphere, Nutanix Acropolis, Citrix Virtual Apps and Desktops, and Citrix Cloud services on the server end together with Stratodesk software to manage and power their endpoints.

The Challenge

Gaston County could not gain the manageability, governance and savings options promised by the Raspberry Pi Thin Client due to a vast array of disparate, legacy systems.

To make things worse, Gaston County had a cumbersome, inconsistent, and time-consuming PC procurement, imaging, deployment process in place. Because they ran Windows on endpoint devices, they suffered from endless patches and endpoint management complexity.

Gaston County also faced a significant obstacle in gaining the full benefit of their VDI deployment due to the fact that deploying VDI vs. RDSH was too cost prohibitive.

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Lastly, Gaston County needed a solution that could front-end their VDI and replace their legacy PC image, configure and deploy methodologies. This solution had to work equally well with Raspberry Pis, repurposed PCs, Laptops and convertible Laptops in a single pane of glass.

These factors combined sent Fred Hinson of Gaston County looking for an endpoint OS and management solution able to unlock the full benefit of their mixed VDI. The search eventually led him to Stratodesk software.

"The reason we chose Stratodesk over other products we had tried was the verified functionality and ease of use, for both integrators and support staff" says Fred.

Stratodesk Software and the ViewSonic SC-T25 Citrix Ready Workspace Hub

One of the first obstacles that needed to be solved was the fact that Gaston County, like many government institutions, had a pool of both old and new, disparate endpoint devices. In order to help solve this issue, Fred turned to the ViewSonic HDX Pi.

Before deploying Stratodesk, the benefits of a true VDI vs. RDSH had always been too cost prohibitive for Gaston County. Being a Local County Government entity with limited resources to leverage Windows VDA licensing, a true VDI with all of the device compatibility and "non-shared" performance/richness of user experience that it provides was just not feasible.

Fred needed a device that was cheaper than competing, brand new Thin Clients. He settled on the Raspberry Pi based ViewSonic HDX Pi thanks to its advanced computing abilities coupled with its low cost. Still, Gaston County needed a solution that was capable of powering and managing Raspberry Pi Thin Clients in the same environment as existing x86 devices. Several failed attempts at achieving harmonious integration between Raspberry Pi Thin clients and the rest of his VDI, however, left him looking for yet another solution.

He did not need to look far. Stratodesk soon took over as the software provider for the HDX Pi, now known as the ViewSonic SC-T25 Citrix workspace hub. Complete with H.264 decoder, Citrix client and able to support Skype for Business and 2 HD displays, the SC-T25 packs a powerful punch at the traditional x86 Thin Client market.

"By partnering with Stratodesk and Citrix, we have been able to create a truly purpose-built enterprise ready thin client alternative" says Erik Willey, Business Line Director at ViewSonic, in response to the excitement that organizations like Gaston County Government are showing over the next generation endpoint device.

"What's more, the SC-T25 workspace hub is compatible with advanced features like Citrix Casting, secure QR code authentication, and beacon based proximity detection. Truly a powerful next generation alternative to traditional x86 thin clients."

The Stratodesk Citrix Ready workspace hub is powered by the hardware agnostic NoTouch OS, and connects to the central management solution, NoTouch Center, directly out of the box. Fred already had the fabulous HDX Pi hardware – all he had to do was upgrade it to Stratodesk software, and he was ready to seamlessly incorporate the devices into Gaston County's secure digital perimeter.

Now, after having leveraged Stratodesk software and reducing basic PC costs from approximately $800-$1000 per workstation to $100 per SC-T25, Gaston County is leveraging the full power of their VDI and experiencing tremendous gains in deployment agility, endpoint security, performance, device and application compatibility, user acceptance and value.

Being able to manage the SC-T25 as an enterprise device has been a major influence on Gaston County's Citrix Virtual Desktop strategy and vision for the future.

Deploying the Stratodesk Solution

With the SC-T25 device integration well underway, it was time for Fred to tackle the next problem.

Gaston County needed a PC Repurposing solution that worked equally well with both old and new devices, as well as one that was hardware agnostic. Their endpoints consisted of Dell GX330, Precision 380s, as well as newer devices including DeskPro 600 G2 Multiple LT and Convertible LT's form Dell 5450 to HP 1st gen convertible Laptops.

Stratodesk NoTouch Desktop was able to effectively convert every device Gaston County used it on into advanced and secure, NoTouch Clients.

But repurposing their existing endpoints was only half the battle. Gaston County also required a solution that could effortlessly manage a plethora of mixed devices in a single pane of glass.

This is where Stratodesk NoTouch Center came to the rescue. "NoTouch Center gives us the ability to leverage complete control over our VDI endpoints, no matter what the endpoint is or where it resides" affirms Fred. NoTouch Center automates management processes and allows system administrators like Fred to set groups, user roles, and automatically apply updates and configurations from the convenience of one location. This can be done for endpoints in the home office, at remote locations, or anywhere around the world. For further convenience, Stratodesk NoTouch Center is available on premises or in the Cloud.

"We are at approximately one third of the way towards the completion of our goal – complete management of our endpoints via the NoTouch Center management console." – Fred Hinson

The Stratodesk/NoTouch OS and Management VA, along with its zero-maintenance endpoint OS, has allowed Gaston County to put in place a viable plan to completely revamp their endpoint deployment methodologies as they have existed to date. Furthermore, it has enabled them to replace a very cumbersome, inconsistent and time-consuming PC procurement, imaging, deployment process and never ending Windows endpoint patch and management strategy with an extremely efficient and lightning fast endpoint deployment scenario that is second to none!

"NoTouch Desktop gives us almost effortless image and device management. For example, with NoTouch software, we have gained the agility to reduce the average 20 user dept. PC/Endpoint refresh implementation from what used to take approximately 4 business weeks to 4 business days." – Fred Hinson

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Summary and Future

Thanks to Stratodesk NoTouch Desktop, Gaston County has effectively been able to repurpose their existing devices into high performing and zero attack surface NoTouch Clients. Thanks to NoTouch Center, Gaston County has been able to effectively manage all of their endpoint devices in a single pane of glass, saving them time, money, and totally revamping their endpoint deployment strategy in the process. And, lastly, thanks to the ViewSonic SC-T25 Workspace Hub, powered and managed by Stratodesk software, Gaston County can leverage the full effect of their VDI by overcoming cost barriers.

> "Citrix **digital workspace solutions** provide a modern approach for managing all devices and applications through a single platform in a secure and reliable manner," said John Panagulias, Director, Citrix Ready.

> "With Stratodesk's Citrix Ready workspace hub, Gaston County can provide access to all the applications employees prefer to use and give IT a single control plane through which they can onboard and manage application performance without getting in the way of the user experience."

Moving forward, Hinson expects even greater time and cost savings benefits to accrue because of the NoTouch solution. He acclaims Stratodesk software as the solution that will bring Gaston County into the future of work, and cites the importance of the advanced Stratodesk Citrix Ready Workspace Hub features available for the SC-T25. These capabilities enhance the SC-T25, making it not only a low cost Raspberry Pi Thin Client, but an endpoint device for the future, with unique and exclusive Citrix Casting capabilities.

> "The ground-breaking features of the Stratodesk Citrix Ready workspace hub WILL be a "keystone" of Gaston County's software defined secure digital perimeter" says Fred. "This further enhances IT's manageability, governance and savings as related to the futile attempts to achieve all of this in the past with such a wide array of disparate, legacy systems, without Stratodesk software. Stratodesk is now positioned to lead us into the future of work." – *Fred Hinson*

Learn more about how Stratodesk secures, standardizes and automates management processes for endpoints in your preferred environment by visiting **www.stratodesk.com**.

Get your ViewSonic SC-T25 Citrix Workspace Hub today at: **www.viewsonic.com/us/sc-t25**

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.

About ViewSonic ViewSonic

Founded in California in 1987, ViewSonic is a leading global provider of display solutions. As an innovator and visionary, ViewSonic keeps the world connected with a portfolio of professional level visual solutions that enhance the way we compute, collaborate, communicate and connect. Our products include LED monitors, interactive commercial displays, touch displays, projectors, thin client, zero client and smart displays. To find out more about ViewSonic, visit **viewsonic.com**.

About Citrix CITRIX®

Citrix (NASDAQ:CTXS) is powering a better way to work with unified workspace, networking, and analytics solutions that help organizations unlock innovation, engage customers, and boost productivity, without sacrificing security. With Citrix, users get a seamless work experience and IT has a unified platform to secure, manage, and monitor diverse technologies in complex cloud environments. Citrix solutions are in use by more than 400,000 organizations including 99 percent of the Fortune 100 and 98 percent of the Fortune 500.