



KEY HIGHLIGHTS

INDUSTRY: SHIPPING



CHALLENGE

TSI needed a way to integrate a new ERP system and train 1,200 users, on a set schedule, without expanding IT headcount.

SOLUTION

VMware ACE made training workstations run smoothly without IT involvement and solved hardware-dependent software testing and integration issues.

VMWARE AT WORK

- VMware ACE 2.0

DEPLOYMENT ENVIRONMENT

- VMware ACE on 3.0 GHz Dell GX620s with 1GB RAM, Wyse WT9544XL with 512 of RAM
- Host operating systems include: Windows XP and Windows XP embedded
- Guest operating systems: Windows XP and Windows XP embedded
- Applications running on ACE include: Oracle Forms, Navis ERP clients, TerraTerm, Citrix ICA Clients, MS Office, Nortel IPSEC VPN, NetMotion Wireless, IT administration tools

"ACE allowed us to completely lock down our workstations. We wanted to optimize our QA lab and transform our training centers to nearly 'self-run' by using locked down images. The goal was to get to a place where we wouldn't have to worry about roll-back and workstation re-imaging, and ACE was the best, easiest way to do that."

Michel Labelle, Network & Terminal Support Manager

TSI Terminal Systems (TSI)

TSI Terminal Systems (TSI) is Canada's largest shipping terminal operator. Eighty percent of the Port of Vancouver's container traffic flows through TSI's terminals, which, in 2006, totaled approximately 1.2 million containers. The Port of Vancouver itself handles about \$1.4 billion and \$1.6 billion in container trade per day. TSI does all this with 180 permanent staff while subcontracting about 1,200 longshoremen for day-to-day operations, and interfacing with more than 450 trucking lines and 15 steam ship lines.

In 2005, TSI set about updating its Enterprise Resource Planning (ERP) system. This entailed training more than 1200 longshoremen and a host of third-party users on the new software. And this needed to happen while the terminal conducted business as usual.

TSI initially selected VMware ACE to help streamline the training process for the ERP rollout. Using ACE secure desktop virtual machines to deploy complete training environments in the classroom, TSI was able to reduce the amount of time and IT staff needed to re-image training systems.

Beyond this initial use TSI discovered a variety of other uses for VMware ACE. The terminal runs 24/7, with employees from separate shifts sharing workstations. Because each ACE virtual machine is completely isolated from others on the same physical machine, when employees corrupt their personal ACE virtual machine, other virtual desktop environments remain unaffected. Additionally, the hardware-independence of desktop virtualization enabled TSI to streamline their ERP application debugging process, by passing fully staged configurations to their ERP vendor, avoiding hardware mismatch and configuration issues, saving thousands of hours on bug fixes.

Results

- \$750,000 saved on staff, facility rental and equipment setup costs for training centers.
- Two-day average savings per bug fix vendor thanks to virtualization-streamlined bug-reproduction process.
- Saved \$450,000 in bug fix delays and foregone QA staff.
- Multiple VMs per employee workstation enhances IT asset efficiency, with virtualization-enabled isolation preventing problem spillover between users.
- Work-from-home disaster recovery enabled by ACE portability.
- Pocket ACE solves "one user, many machines" problem for mobile executives.
- Granular rights management controls help desk tickets.

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