



KEY HIGHLIGHTS

INDUSTRY: GOVERNMENT

**CHALLENGE**

Supporting geographically dispersed desktop users was creating headaches and increasing costs for Kane County's IT organization.

SOLUTION

A Virtual Desktop Infrastructure (VDI) strategy using thin client architecture improved desktop security and management.

VMWARE AT WORK

VMware Virtual Desktop Infrastructure (VDI):

- VMware Infrastructure 3 Enterprise runs hosted virtual machine desktop environments in secure data center.
- Wyse thin clients replace fully configured PCs and access hosted desktop environments via a remote display protocol (RDP).

DEPLOYMENT ENVIRONMENT

- ESX 3.0 on 4-CPU IBM xSeries 365 with 16GB RAM and 4-CPU Dell PowerEdge 6800 with 16GB RAM
- VirtualCenter 2 on 2-CPU Dell PowerEdge 2950 with 16GB RAM
- EqualLogic PSE300 iSCSI Array and Network Appliance FAS270c SAN
- Applications running in virtual desktops include: Proprietary legacy applications, office productivity suite

"Our users love their hosted VDI desktops. One user was totally upset and crying because she thought she had lost her documents. She couldn't believe it when the terminal came back up and everything was just how she had left it."

David Siles
CTO, Kane County

Kane County

Just west of Chicago's Cook County lies Kane County, the fourth largest in Illinois. Thanks to its fast growth, currently 17th fastest in the nation, Kane County will soon be the third biggest county in Illinois. Largely an affluent commuter suburb of Chicago, the county boasts a population of just over 400,000 citizens, 1,450 county employees, and a yearly budget of \$460 million.

Kane County's IT group supports 2,000 PCs across a region of 500 square miles, all with a team of four desktop technicians. A given desktop help ticket could involve a total drive time of two hours. Furthermore, the hardware and staff costs of replacing 2,000 PCs every four years really add up.

Kane County is using VMware Virtual Desktop Infrastructure (VDI) to help manage their dispersed desktop user base, lower IT staff costs and increase user satisfaction.

Results

- Eight-year refresh cycle on thin clients lowers capital and operating expenses surrounding hardware refresh.
- Mobile laptops connect to hosted virtual desktops using wireless cards, keeping sensitive information in the datacenter and safe from theft.
- Per-desktop hardware costs reduced to under \$300 -- a 70% reduction from fully provisioned desktops.
- Sensitive county health services applications running in hosted desktops are now HIPAA compliant.
- Legacy applications that are terminal services incompatible run flawlessly in hosted VDI desktops.
- VDI helps with patch and upgrade management, including mobile police units which took up to three months to upgrade in the past.
- Kane County is deploying 1,200 VDI terminals countywide.