

## Case Study



# Lewiston Library Offers Patrons Quiet, High-Performance Zero Clients and Virtual Desktops

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ERIC SCOTT  
INFORMATION SYSTEMS MANAGER  
CITY OF LEWISTON, IDAHO



Lewiston is located in North Central Idaho next to its sister city, Clarkston, Washington, in the Lewis-Clark Valley. Lewiston originally served as the territorial capitol, and today is one of the few communities in the state to operate under the Council/Manager form of government.

## AT A GLANCE

### Situation

- City government
- Lewiston, Idaho
- 300 employees

### Challenges

- Increasing costs for supporting library patron PCs and employee desktops
- Need for faster roll-out of new applications
- Need to provide flexible and secure remote access to desktops for employees

### Solution

- Virtual desktop infrastructure
- Teradici® PCoIP® Zero Clients
- Teradici® PCoIP® Hardware Accelerator

### Results

- **Lower latency for graphically intense content; less downtime:** Time savings for IT and employees
- **Improved user experiences:** Resilient library patron sessions; simplicity for employees (increased productivity)
- **Flexible work options:** Anytime, anywhere access to desktops
- **Green solution:** Quiet, low-power operation and small footprint for the library and offices



"The smaller footprint is nice, and the Teradici PCoIP Zero Clients are quieter and take less power than PCs."

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### Lewiston's new library gave the City's information technology team an opportunity.

Existing computers were giving library patrons unreliable experiences, and required too much staff time for issue resolution. To increase visitor satisfaction and lower total cost of ownership, the IT team set out to evaluate options that would not only satisfy library computing requirements, but could be deployed within IT and on City employee's desktops. To establish a new citywide standard, the project had to address multiple challenges:

- **Budget:** The City budget made cost efficiency top priority for the entire lifespan of any new desktop solutions.
- **Performance:** In addition to web browsing, library patrons frequently streamed video. Desktop systems had to offer high performance in this environment, while providing satisfactory user experiences for applications used by City employees.
- **Remote management:** IT supported the library and 15 government sites in Lewiston, including the police and fire departments. Ease of management and minimizing onsite IT technical support requirements was critical.

**Virtual desktop infrastructure (VDI), Teradici PCoIP Hardware Accelerators, and zero clients met all City requirements.** Performance was the main concern, especially since library patrons want to stream high-definition videos, view satellite imagery, and access other content that can overload VDI session servers. To ensure a long life for new desktops in the Lewiston library, one of the City's technology consultants recommended supplementing Teradici PCoIP Zero Clients with the Teradici PCoIP Hardware Accelerator solution as a means for cost-effectively meeting performance goals.

Eric Scott, Information Systems Manager for the City of Lewiston, joined the project shortly before it went live in the new library. Despite an extremely tight deployment schedule (only one week to set up the patron desktops in the new building before the doors opened to the public), the City's first VDI project was a success.

"It was a trial by fire – we were all pretty new to desktop virtualization," said Scott. "But virtualization is definitely the way to go, considering our goals. VDI and Teradici PCoIP Zero Clients lower our total cost of ownership, and will let us get much longer lifecycles out of our hardware."

"As for performance, video is very important for our library patrons, and the director also wanted to be able to support video training classes. With the Teradici Hardware Accelerators in our VDI hosts, performance is stellar. Even with a lot of video-intensive activity, performance is good and latency is minimal on the clients."

Successful deployment of VDI and 40 zero clients in the library has been closely followed by the introduction of 20 more zero clients within the IT group and on some other City desktops within police and fire departments, the City Attorney's office, and other departments. The technology team added a VDI server for employee desktops, and has a second server on order. As PCs require refreshes, IT plans to replace more desktops with the new zero clients.



**Lewiston's VDI deployment is paying off, with some long-term benefits including saving time and lowering costs.** "Now that we are up to speed with virtual desktops, the Help Desk spends less time dealing with PC problems," said Scott. "VDI saves us from on-site trips, since we can manage all of the new endpoints with the Teradici Management Console. We can set up zero clients to auto-configure themselves, and use the Management Console to correct any desktop issues and take care of backups from our main location. The PCoIP Zero Clients give us a better long-term solution, and we hope to get a 10-year lifespan out of the new desktops. With the PCoIP Hardware Accelerators, we are confident that they can handle the increasing popularity of video and give library patrons excellent user experiences."

Zero clients also offer the City other advantages. Scott explained, "The smaller footprint is nice, and Teradici PCoIP Zero Clients are silent and take less power than PCs. Our library director is very pro 'green' and the lower power is a big plus. Also, summers here are hot; we pay a lot for air conditioning. Lower power means less dissipated heat and therefore lower costs for air conditioning."

As the City moves forward with VDI, the technology team continues to discover more business and technical improvements. "Virtualization cuts down on our overhead," said Scott. "VDI and the Teradici Management Console have streamlined desktop refreshes, and allow us to efficiently use our resources. We've found the Teradici technology to be very beneficial – Teradici really helped us take a huge step forward."

#### Products used

PCoIP Zero Clients

PCoIP Hardware Accelerator

PCoIP Management Console

#### Virtualization platform

VMware Horizon View



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