

# CUSTOMER CASE STUDY

## Executive Summary

### Revere Electric Supply

**Industry:** Electronics

**Location:** Chicago, IL

**Employees:** 200+

#### Business Challenge:

- Needed a solution that was fast and secure to provide a virtual desktop on PC and/or USB drives to support users with managed desktops and employee-owned laptops.
- Needed to avoid costly server hardware and additional OS licenses.
- Reduce the number of IT support tickets and troubleshooting on non-standard systems in the field.

#### Solution:

- Deploy a virtual desktop solution on employee owned laptops that provides granular host isolation, security policy enforcement, and centralized management.
- Virtual Desktop solution must deliver a high performance end-user experience that has the same level of usability as a traditional desktop environment.

#### Business Results:

- Business Continuity to keep employees productive in the event of a pandemic, natural disaster or severe weather.
- A drop in tech support calls from field sales.
- Ability to extend life of PCs and get more mileage out of existing hardware and eventually offer an employee-owned PC option to the entire company that both reduces TCO and increases employee satisfaction.

## Electric Supply Distributor Deploys Virtual Desktops for Increased Mobility, Productivity and Business Continuity

### Revere Electric Supply Keeps Remote Workers Productive with RingCube vDesk

Revere Electric Supply is a one hundred year old, fourth generation family owned distributor of electrical supplies and electro-pneumatic products. The company's headquarters are on the west side of Chicago where it has become a staple for over 50 years. The company has approximately 200 full-time employees and has multiple locations, including four sites in Illinois, which includes the company's headquarters as well as a site in Wisconsin. Customer types range from two person shops and small- and medium-sized businesses to multinational Enterprise-sized companies.

### Business Challenge

The computing infrastructure at Revere Electric Supply is a mix of employee owned laptops for outside sales and desktop computers that are primarily used by warehouse and administrative workers. For sales representatives, Revere Electric Supply deploys business critical applications including Fortinet Endpoint Security, a VPN for sales to access the corporate network remotely and an ERP applications with an installed client. The company's small IT staff of four is responsible for supporting employees company-wide and managing technical challenges.

Since the Revere sales staff is responsible for supplying their own laptop computers to perform their jobs, the IT staff was faced with managing a variety of computing systems and applications. According to Mike Prepelica, director of IT, he and his staff were spending unduly amounts of time configuring and troubleshooting computers for sales reps and needed a solution that was easier and less costly to manage.



“We wanted to be in a position to allow employees to work from home in the event of an emergency or other challenge that might prevent someone from coming into the office to work. Just a few weeks ago we experienced a snow storm that dropped nearly 13-inches of snow and most employees were not able to come into the office. With vDesk up and running, the employee productivity problem is solved.”

Mike Prepelica  
Director of Information Technology  
Revere Electric Supply Company



“Because the sales reps are required to provide their own computing hardware and nothing was standardized, managing PCs for our field sales reps had become a nightmare,” said Prepelica. “On top of the lack in standardization, in many cases, the sales rep’s laptops were often a family PC, which meant there could be multiple users accessing the laptop and not just the sales rep. The IT group needed a way to be able to provide virtual instances over the PC to keep Revere Electric Supply-related business separate and secure from other users.”

Prepelica says that the time he and his staff were spending getting new sales reps up and running and supporting technical issues was draining company resources.

“As a standard practice, we were sending new field sales reps a CD to install software, but most of the reps are not very technical and we’d end up on multiple calls to troubleshoot PC issues. In many instances, we’d eventually have them bring their laptops into the office. This was proving to be a tremendous time waster for the company and we needed a streamlined solution that could free up the IT staff’s time to do other things.”











### Desktop Virtualization Solution

Prepelica and his team conducted a pilot test of Citrix XenDesktop, VMware View and RingCube vDesk to support remote workers.

“We were already using VMware and had a good understanding of virtualization for servers and wanted to see how it could apply to the desktop,” says Prepelica. “We compared Citrix XenDesktop and VMware View to vDesk and found that VMware and Citrix were using underlying hardware resources that were impacting the WAN. At the end of the day, the VDI solutions required more hardware build-outs and did not provide good enough connections or a low enough latency to give our field sales an acceptable approach.”

Prepelica says that after testing vDesk next to the other VDI solutions the choice was clear.

## Comparison of VDI vs. Virtual Workspaces

Requirement	VDI (VMware View Citrix XenDesktop)	Virtual Workspaces (RingCube vDesk)
Cost		
Management		
Mobility		
Performance		
Security		



= Exceeds Requirements



= Meets Requirements



= Does Not Meet Requirements

“I had read up on the available desktop virtualization solutions and was very curious about vDesk,” says Prepelica. “We conducted a limited pilot with vDesk and tested it with a small handful of instances within the IT team using a couple of different profiles. After a couple of weeks we realized that the performance we achieved with vDesk was hands down better.”

Prepelica also says that price strongly factored into his team’s decision to go with vDesk.

“With vDesk we didn’t have to host the desktop environment in the data center, which meant our server usage was lower,” said Prepelica. “vDesk also allowed us to leverage the user’s own

PCs and just give them each a USB with the software preloaded and did not have to purchase extra Windows licenses. Combining overall performance and price, vDesk was the logical choice for us.”

The ability for vDesk to provide a turnkey business continuity solution was also a factor in Prepelica’s selection. In the event of a pandemic flu outbreak, natural disaster or a severe snow storm, vDesk enable Revere Electric Supply employees to stay productive at home.

“We wanted to be in a position to allow employees to work from home in the event of an emergency or other challenge that might prevent someone from coming into the office to work,” says Prepelica. “Just a few weeks ago we experienced a snow storm that dropped nearly 14-inches of snow and most employees were not able to come into the office. With vDesk up and running, the employee productivity problem is solved.”

## Business Results

Since Prepelica and his team have begun their staggered rollout of vDesk, the number of tech support calls from the field has dropped.

“vDesk was a breeze to install and easy for our sales reps to use,” says Prepelica. “We haven’t received a lot of feedback from the field, but when there is a problem, believe me we hear it. In this case, I’d say no news is good news.”

In terms of ROI, Prepelica estimates that he will quickly recover the cost vDesk based on reduced IT support costs and increased user productivity.

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“Since deploying vDesk, I estimate that IT spends less than half the time to get a new sales rep up and running with a properly configured and installed corporate PC environment. Considering our IT technician’s hourly rate is \$120, we are saving several hundreds of dollars per incident by using vDesk to deliver, manage and update virtual workspaces.”

Prepelica says he and his team are so impressed with vDesk that they are now looking into other use cases beyond business continuity and supporting remote workers, and are exploring ways to leverage the technology to further save on hardware costs.

“I’ve begun looking into how we can use vDesk on our warehouse computers to extend the life of the hardware and get more use out of it before upgrading,” says Prepelica. “Normally we would trade in computers before the warranty was up, but with vDesk we could just drop in an image, perform a few Windows updates and have the older computers running like new again.”

### **For More Information**

To find out more about RingCube vDesk, please visit:

<http://www.ringcube.com/portal/content/products/vdesk/>

## **RINGCUBE™**

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