TRINSIC TECHNOLOGIES

Austin Solution Provider Powers DaaS Offering with IGEL and Parallels

In 2014, Austin-based Trinsic Technologies introduced Anytime Cloud, a Desktop-as-a-Service (DaaS) solution designed to help SMB clients improve the end-user computing experience and streamline business operations through access to the latest cloud and virtualization technologies. To power its Anytime Cloud solution, Trinsic chose to leverage IGEL thin clients along with Parallels virtual application and desktop delivery software.

FEATURE QUOTE

❝ What sold us on IGEL was the Management Console – hands down IGEL is better than any of its competitors at centrally managing endpoints residing within cloud and virtualized computing environments.”

~ Art Powell, Chief Operating Officer and Founder, Trinsic Technologies

SUMMARY

The Customer

Headquartered in Austin, Texas, Trinsic Technologies is a technology solutions provider focused on delivering managed IT and cloud solutions to SMBs since 2005.

The Challenge

Trinsic deployed its Anytime Cloud Desktop-as-a-Service (DaaS), and was looking for a desktop delivery and endpoint management solution that would support a variety of different end-user needs and requirements across the multiple industries it serves. Trinsic also wanted a solution that provided ease of management and robust security features for clients operating within regulated industries such as healthcare and financial services.

The Solution

- IGEL Universal DesktopTM (UD) thin clients
- IGEL Universal Desktop Converter (UDC)
- IGEL OS
- IGEL Universal Management Suite (UMS)

Key Benefits

- Ease of management and configuration
- Security and Data Protection
- Improved resource allocation and cost savings
- Designed with expansion in mind for fast business growth

"We had been experiencing issues with our thin client desktops and were looking for a more stable and manageable solution," said Art Powell, Chief Operating Officer and Founder, Trinsic Technologies. "We demoed IGEL and we were immediately impressed by the solution and how it worked with Parallels – it was the perfect fit for us and for our clients."

IGEL and Parallels Win Together on Ease of Management and Security Capabilities

Trinsic is currently delivering its Anytime Cloud DaaS solution to customers using a combination of IGEL Universal Desktop thin clients.

One of the things that impressed Trinsic most about the IGEL solution was its ease of management. "We didn't want a product that would create more work for us, and that is one of the reasons we chose to deploy IGEL and Parallels," said Powell. "The solutions simply work better and are more reliable and robust for the end user than anything else we've seen in the marketplace. Additionally, we have found that IGEL is able to centrally manage the endpoints residing within our clients' cloud and virtualization environments in a very efficient manner."

The solution provider is also leveraging the IGEL Universal Desktop Converter (UDC) to turn existing hardware into IGEL OS-powered endpoints. "The IGEL UDC is a big selling point for customers with remote and mobile workforces due to its security features," continued Powell. "Because the data and applications accessed via the IGEL OS are delivered remotely via a secure data center, should they decide to leave the company and take the device with them, any security concerns are alleviated since nothing is stored locally."

This is an also an important feature for healthcare organizations, Powell added, "With IGEL and Parallels, we are able to solve a majority of HIPAA issues due to the secure method in which we deliver virtual desktops to the end user."

Cloud Improves Operational Efficiencies, Drives Business Growth

By combining the IGEL and Parallels as part of the Anytime Cloud solution, Trinsic has also reaped some enormous business benefits. "From day one we saw a dramatic reduction in the number of cloud connectivity issues our clients were experiencing," said Powell. "In fact, the time we spend responding to trouble tickets has been reduced by around 35 percent overall."

In addition to improving operational efficiencies through Anytime Cloud, Trinsic's business has grown significantly as it deploys an increasing number of thin clients to replace aging laptops and desktops. "A few years ago, under five percent of our installed base was thin clients. Today we are approaching 15 percent, and expect that number to at least double in the next few years," continued Powell.

Powell attributes much of his success to his SMB clients' desire to leverage cloud solutions, without having to deal with some of the larger cloud vendors. He said, "SMBs really want to work with local providers who they know and trust, and who can offer cloud-based solutions in a price range that works for them. Because we are able to meet that need through Anytime Cloud, our revenues have grown substantially."

Trinsic plans to continue to expand the deployment of IGEL and Parallels as part of the Anytime Cloud solution, and is also looking into IGEL's UD Pocket, a revolutionary micro client solution that converts any 64-bit, x86 compatible PC and most Mac computers into an IGEL OS-powered endpoint. "We like the UD Pocket and hope to find ways we can leverage the micro client both internally with our technicians and for niche customer use cases."

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