HELLMANN WORLDWIDE LOGISTICS

Hellmann Worldwide Logistics goes virtual, saves overheads with IGEL thin clients.

When Hellmann Worldwide Logistics Australia made the decision to move to a virtual environment, choosing thin clients over their traditional desktop PCs saved money, reduced power consumption and created more office space.

Key Benefits

- Increased desktop space

- Decreased start-up time

- Decreased power consumption

- IGEL machines personalised with company branding

- Reduced cost of hardware

- Simplified security

SUMMARY

The Customer

- Offices all around Australia and New Zealand

- Approximately 250 employees in Australia and NZ, 19,300 employees in 443 branches across 157 countries

- 40,000 square metres of warehouse space in Australia

- 18.447 million consignments worldwide per year

- 2.86 billion Euros per year

The Challenge

- Find a desktop solution for the company's new virtual environment

- Reduce cost of hardware infrastructure

- Reduce running costs

- Convert a proportion of existing hardware to thin clients

The Solution

- IGEL IZ2/UD2 thin clients and IZ3/UD3 thin clients

- IGEL Universal Management Suite (UMS)

Hellmann employs some 20,000 people worldwide, and has around 250 staff in the ANZ region, based between offices in Victoria, New South Wales, Queensland, South Australia, Western Australia , Northern Territory and New Zealand. The company provides advanced freight, supply chain and logistics services to the APAC region, catering to a wide variety of industries. When Hellmann made a decision to move to a virtual network environment three years ago, Information Services and Systems Manager, Nick Vella, realised the need for a versatile, cost-effective desktop solution.

"We were already moving away from a micro environment, and that drove us to look at new hardware at the same time. We primarily needed to find a solution for our virtual desktop environment that would deliver the product to the enduser. At the same time we decided that we should endeavour to drive costs down as well, which led us to move away from Microsoft fat clients. We just needed a device that could connect to that. In a sense it was a consolidation project as well," said Nick.

Thin clients are inherently cheaper to buy and cheaper to run than traditional PCs, consuming less power and without the need of fans to keep them cool.

Hellmann's Australian IT team worked with Melbourne-based systems integrators Cloud Solutions Group, who presented a range of thin client options. After considering and testing the alternatives, Nick and his team were initially impressed by the flexibility of the operating system offered by IGEL. The company decided to deploy around 90 of IGEL Technology's thin clients in Australia and a further 30 in New Zealand.

"We ended up choosing IGEL's machines because we wanted to convert some of our old PCs to thin clients, and the IGEL UDC could achieve that," said Nick. "We also determined that, compared to other vendors, the IGEL operating system was so flexible that it filled a lot of gaps that we would otherwise have to find solutions for."

Hellmann Logistics Australia initially invested in IGEL's IZ2/UD2 series machines, and are now moving towards the IZ3/UD3 series, which offer an integrated smart card reader and additional serial ports as well as wireless connectivity. The company runs Citrix Xenapp across all devices in the network environment. "The installation process was very smooth. One thing we love is that we can connect to the network straight out of the box. We just discover the new device

from the management suite, then the configuration is automatically pushed out to the device. Security restrictions are already in place, and each new device arrives customised to our user interface," Nick explains.

Staff at Hellmann have been favourable towards the deployment, citing increased desk space and almost instant boot times as a big plus. The IT team at Hellmann found a tendency for staff to leave their machines on overnight in the expectation of a faster boot time the next morning. In sleep mode, the IGEL thin clients use hardly any power, and can also be managed remotely, allowing the IT team to sleep any machines left on at the end of each day. From sleep mode, the IGEL thin clients boot up within seconds, improving staff productivity.

The ability to run dual screens has also been a big positive for staff that need more than one monitor, adding to the increase in working space on desks. Each IGEL thin client is locked down once configured, so access is strictly limited to the user and password associated with each device.

Nick said: "We can literally attach a new device to the network, press a couple of buttons on the operating system interface and the device is locked down. Each device has its own log-in security, which means that no user can log in at a higher security level and gain access to files or information that they shouldn't." Reliability is another area where Hellmann has seen improvement since deploying the thin clients.

"Generally, thin clients last longer than traditional hardware. Fewer moving parts and not as much onboard gear means that there is less to go wrong," said Nick. Hellmann Worldwide Logistics uses their computer hardware to help with branding as well, and have personalised their thin clients with Hellmann logos as part of a company-wide marketing initiative.

"We have potential customers walking through our offices every day, and we like to push out our branding to them. IGEL gives us the ability to add our company information all over the devices, which is great," said Nick.

Looking to the future, Hellmann will continue to focus on thin clients. The company is looking to add webcam solutions for meetings and conferences, to gain further leverage from the company's existing Citrix HDX platform.

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IGEL's operating system has one of the most advanced WiFi capabilities of any thin client provider, allowing network-connected devices to easily move around warehouse space.

The decision to move the company's hardware to thin clients has saved Hellmann Worldwide Logistics Australia administration time, running costs and hardware expenditure, as well as reducing hardware downtime and repairs.

About IGEL Technology
A world leader in thin and zero client solutions, IGEL Technology helps organizations improve the agility, efficiency, and security of their virtual desktop and application delivery systems. IGEL produces one of the industry's widest range of hardware thin and zero clients, based on Linux and Microsoft Windows, and leads the market in software based thin clients allowing customers to access a broad spectrum of server-based infrastructures and applications. IGEL also offers powerful and intuitive management software for easy deployment and administration of thin clients throughout any size organization. Partnerships with industry leaders like Citrix, VMware, Red Hat, and Microsoft ensure that IGEL provides the most up-to-date technology and trustworthy security to clients in industries that include Healthcare, Education & Research, Public Sector, Financial, Insurance, Retail, Logistics, and Manufacturing. IGEL has offices in the United Kingdom, Australia, France, the Netherlands, Austria, Belgium, Switzerland, Sweden, the United States, Germany, Hong Kong, Shanghai, Beijing and Singapore and is represented by partners in over 50 countries worldwide. To learn more, visit www.igel.com or follow us on Twitter: twitter.com/IGEL_Technology

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