



## Case History

# Cassa di Risparmio di Volterra: On Behalf of the Citizens



The headquarter of Cassa di Risparmio di Volterra

*Desktop virtualization, realized in collaboration with Praim, is a fundamental part of a structured plan to improve operational efficiency, business efficiency, and risk management.*

The Cassa di Risparmio di Volterra was founded in 1494, and since then has always been known for its close relationship with its home territory. The Bank, which now has approximately 550 employees, manages more than € 4 billion, has 75 branches and 80 ATMs in Tuscany, and has always paid special attention to its home territory, with a constant support of the local economy. Even with its a centuries-old history, the Savings Bank of is focused on the future, as evidenced by the recently planned and implemented development programs, within which information systems play an important role.

"Our Institute," said Claudio Boldri, head of the organization, "has initiated a process of profound change, which led to the start of important initiatives to improve operational efficiency, business efficiency and risk management. To support this process, the Director General has provided proper support to the organization function in terms of resources and tools. The result that followed is a high design vitality in the company, which has now become a core value in the people's cultural profile."

As part of this strategy, next-generation technologies have been included, such as virtualization, electronic document management, multimedia information distribution, regulatory Wiki portal, and desktop virtualization, which is an important part of the industrial plan.

### From server to desktop virtualization

The topic of virtualization at the Cassa di Risparmio di Volterra isn't new. "Years ago we started virtualizing the server room, which is now consolidated into two clusters," continues Boldri. "When it came time to replace the end points, consisting of obsolete PCs, it was natural to think of desktop virtualization."

The need to modernize the fleet became stricter in 2010, faced with the imminent release of the application of the "New Portal" developed by Cedacri, a Cassa di Risparmio di Volterrapartner for over 20 years. In addition to failing to meet the specifications of the new application, the existing machine was rather uneven in terms of configurations and subject to frequent hardware and software failures. A first attempt was made to re-use existing PCs as thin clients, but it was not the right solution.



Praim XT9000-U, the selected thin client

"It was necessary to find a thin client solution that could be centrally managed simply and effectively, able to interact transparently with our virtualization platforms, and able to adequately support all the functions needed for our specific operational efficiency, such as interfacing the devices and redirecting them. This was a critical issue because banking jobs are equipped with many peripherals such as check readers, line printers, etc. This is an issue that Praim solutions that have been able to address adequately, unlike others," says project leader Fabrizio Stanislai. After a careful evaluation and a thorough testing phase of the major thin clients on the market, in fact, Praim solutions were chosen, specifically the thin client Praim XT 9000-U and ThinMan – its related management system.

### A winning choice

In addition to the value of the technological proposition, the Cassa di Risparmio di Volterra has appreciated Praim's ability to provide effective support and personalized service throughout the entire life cycle of the project. "Once the model was developed, in the second half of 2011, the rollout of the 350 workstations present in our 75 branches was completed in a few months," assures Boldri. "Desktop virtualization was also launched at the headquarters, which will soon be completed."

Simultaneously, while still using the Praim thin client, informational kiosks have been installed in all of our branches that can provide customers with a range of services and information. The replacement of the old PCs with the new thin client PCs was also welcomed by internal resources, which now have less invasive machines, without having to make any changes to their modus operandi.

"The benefits are numerous from many points of view," concludes Boldri, "such as technological innovation, simplification of operations, and increased productivity. From the technical point of view, the management of endpoints, including software updates, is now much easier and faster, while the introduction of more consistent configuration policies has drastically reduced problems with both hardware and software, with a 60% decrease in requests for help."

The Cassa di Risparmio di Volterra has thus realized the advantages of desktop virtualization, maximizing its investments in a very short time. In addition to the advantages that Boldri highlighted, we must not forget the savings resulting from the reduction of energy consumption, since a thin client consumes between 8 and 13 watts compared to the 150 average watts consumed by a traditional PC. They also have a much longer lifecycle, thanks to the fact that they do not have mechanical parts such as hard disks and fans, which are inevitably subject to problems.



<b>Company</b>	Cassa di Risparmio di Volterra
<b>Needs</b>	<i>To respond to the application requirements of the new Cedacri system Simplify the management of and assistance with the hardware and software of the endpoints Reduce application downtime</i>
<b>The solution</b>	<i>Thin Client Praim XT9000-U ThinMan management console</i>
<b>Benefits</b>	<ul style="list-style-type: none"> <li>• <i>Increased standardization of workstations</i></li> <li>• <i>Simplify the management of the endpoints</i></li> <li>• <i>Significant decrease in glitches</i></li> <li>• <i>60% reduction in requests for assistance</i></li> </ul>

### FOR FURTHER INFORMATION

PRAIM

INFO@PRAIM.COM - WWW.PRAIM.COM