

## The technological evolution of SUSA S.p.A.: towards a standardized infrastructure



### Goals

- Infrastructure update
- Data acquisition devices update
- Customer's workstations standardization

### Challenges

- Ensure compatibility with applications
- Ensure full support of peripherals
- Migrate without any disruption to users
- Diversify access for users located throughout Italy

### Solutions

- Citrix XenDesktop VDI infrastructure
- Praim Neutrino Series Thin Client with ThinOX operating system
- Praim ThinMan management console

### Results

- Standardized and managed workstations
- Performance improvement
- Reduction of recovery times
- Remote support service for users
- Elimination of data loss risks
- Scalability of the infrastructure

SUSA S.p.A. is an integrated transport services company; it operates in Italy through branches and a network that combine rapid delivery and quality of service. Thanks to important alliances with foreign partners, it's also able to guarantee a widespread distribution throughout Europe.

The steady rise of SUSA S.p.A., attested by a consistent and progressive increase in turnover, has occurred thanks to the contribution of young, dynamic and constantly updated staff on the new projects that the company puts in place.

#### The need for an optimized infrastructure

The infrastructure of SUSA S.p.A., already a Citrix user, needed an update to solve problems related to the management and standardization of workstations. The will of SUSA S.p.A. was to evolve and equip itself with new software technologies and Thin Client hardware platforms that would maximize the user experience and help the company improve access to resources.

The new application requirements and the modernization of the data acquisition and printing peripherals (scanners, printers, barcode readers, etc.) used in the various departments have made the centralization and complete integration of the systems necessary, in order to obtain a substantial improving performance and creating a scalable platform in the future. The renovation of the entire infrastructure had to take place without any disruption to users.

#### A choice dictated by satisfaction and experience

The analysis of the project took place on the part of the **PCS Group staff together with the Citrix and Praim staff** during 2016, then leading to planning and implementation during 2017.

SUSA S.p.A. had no doubts regarding the choice of suppliers. The user experience offered by Citrix had fully satisfied the business needs already in the past. Evolving the technology that the user used successfully (Citrix MetaFrame platform) to the XenDesktop HDX farm was therefore a natural step.

Also regarding all devices SUSA S.p.A. reconfirmed the choice of Praim Thin Clients, based on the satisfaction of Praim products previously used. It started a device replacement, with the transition from the Windows CE operating system to the Linux-based Praim ThinOX.

The Praim/Citrix partnership was a synonym of guarantee towards an even more performing infrastructure, an even higher level of user experience, accompanied by a certified endpoint solution managed in a centralized and automated way.

## The guarantee of a secure access to resources, even remotely

In the first phase of the project, more than 100 users have moved from the old infrastructure to the new one, experiencing a marked improvement in performance. The IT department of SUSA S.p.A. easily managed the migration, regaining control of the workstations and ensuring the total standardization of the application system offered.

One of the main points of the implementation of SUSA S.p.A. was the possibility to diversify access to resources through Thin Client devices also to users located in the various branch offices distributed throughout Italy.

## A hardware response to business needs

The choice of SUSA S.p.A. in terms of endpoint fell on Praim Neutrino, a small and compact device based on Intel Celeron Dual Core 1.6 GHz chipsets, able to guarantee excellent performance in Citrix XenDesktop.

Citrix Ready certification guarantees SUSA S.p.A. the constant availability of connection client updates, ensuring full present and future support to farm features.

The Praim ThinOX operating system has fully satisfied the requests for integration with the existing peripherals in the company and, at the same time, guaranteed lightness, performance and total centralized control.

As the infrastructure grows, using the ThinMan centralized management console, the IT Manager can schedule updates and configurations, as well as provide direct assistance to users on application problems or configuration of the workstation. *"With remote assistance we are able to intervene in real time to solve the user's operational problem, without using third-party software as it is needed on PCs"*, explains Armando Tonnetti, CIO of SUSA S.p.A.



Neutrino Series - N9054



## Advantages in terms of security and time savings

The activities of the entire IT department of SUSA S.p.A. have benefited from a considerable time saving:

*"The greatest result is in terms of reducing recovery times: a PC takes about 3 days, with a Praim/Citrix we have moved to about 2 hours in case of software problems and 1 day in case of blocking hardware problems"*, states Tonnetti.

The update of the Thin Client estate has brought substantial benefits also in terms of managing workstations: from easy deployment to the distribution of connection profiles to the farm, now customized according to business needs.

The joint use of Thin Client devices and virtual desktop infrastructure allowed SUSA S.p.A. to increase the level of security and take advantage of an effective data loss prevention system.

*"With Praim/Citrix technology, any endpoint hardware problem does not cause data loss, as these are stored in the datacenter, unlike PCs where hard disk failure can hardly be remedied without losing anything. We can also make a centralized backup of all user data and also restore accidental deletion of important documents"*, concludes Tonnetti.

With user experience and optimized security, application standardization, and full integration with external devices, SUSA S.p.A. looks to the future and foresees a continuous development of the infrastructure, which will see the migration of the entire company to the new VDI Citrix platform with Praim endpoint.

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