

Virtual Desktop Environment: Vienna Tourist Board takes a new approach to client management with Fujitsu

»Fujitsu was very committed to this project and always did its best to give us the best solution possible. What’s more, the work was completed without budget overruns, a fact which made a very good impression on our executive management.«

Reinhard Gustavik, IT Team Manager, Vienna Tourist Board (WienTourismus)



One of the world’s most successful tourism organizations

“Vienna, now or never” – in 2011 alone, more than 5.2 million people followed this slogan and discovered the heritage, culture and excitement that distinguish Austria’s capital city on the Danube. Vienna is one of the most popular tourist destinations in the world. And the Vienna Tourist Board (WienTourismus) makes every effort to ensure that the city maintains its international reputation as an attractive and cosmopolitan metropolis.

The Vienna Tourist Board is the official tourism agency for Austria’s capital. The nonprofit organization manages the city’s destination marketing worldwide and works closely with municipal authorities in all matters related to tourism. To fulfill its mission, the Vienna Tourist Board utilizes the complete range of modern marketing techniques.

Why Fujitsu was chosen to optimize the client environment

As the organization’s workplace systems were approaching end of life, the IT managers in Vienna realized that the time had come to do more than just replace the hardware. Their goal was to give all users easy and secure access to data and applications, while also simplifying the operation and administration of the client systems. Project decision-makers soon realized that Fujitsu would be a reliable partner who could offer everything needed from a single source.

Fujitsu offers expert support from beginning to end

Based on a convincing proof of concept, Fujitsu showed the customer how desktop virtualization would be the ideal solution to optimize IT administration and user operations. The core of the solution is built around the leading server virtualization technology: Fujitsu PRIMERGY industry-standard servers and VMware vSphere. This gives the customer a stable, high-performance environment for running virtual desktops with maximum efficiency and resource utilization. The personalized virtual desktops running on the server platform are provisioned with VMware View, and users access them via their new Fujitsu Zero Clients.

The customer

The Vienna Tourist Board (WienTourismus) is the official destination marketing agency for Vienna worldwide. www.wien.info/en



The challenge

Modernization of the client landscape to improve processes and IT administration.

The solution

Design and implementation of a virtual server and desktop infrastructure based on Fujitsu Zero Clients, PRIMERGY servers, VMware vSphere and VMware View.

Customer benefits

- Higher levels of user productivity and flexibility
- Significantly lower costs for operation and administration of the client environment
- Remarkable energy savings
- Higher levels of data protection
- Lower investment and maintenance costs for client systems

Products and services

- 50 Fujitsu Zero Clients, Models DZ19-2 and DZ22-2
- 3 Fujitsu PRIMERGY RX300 S6 servers
- Software: VMware View 4.6, VMware vSphere 4.1, Fujitsu Zero Client Manager, Trend Micro Deep Security 7.5
- Virtual client operating system: Microsoft Windows® 7
- Services: Solution design, proof of concept, implementation, go-live service

Desktop virtualization for demanding requirements

Client landscapes are often extremely heterogeneous, which leads to complexity and high costs. Business enterprises can achieve dramatic savings by reducing the diversity of workplace systems, along with the number of operating system images. However, such steps generally offer only short-term benefits because client environments are constantly changing. That's why the IT managers in Vienna opted for desktop virtualization. Fujitsu drew up a proof of concept in advance to determine whether the solution proposed would satisfy all the requirements of the Vienna Tourist Board. In addition to CRM and Office applications, the customer's users rely on a number of applications for photo editing, publishing and for supporting the organization's multimedia website. Therefore, high performance throughout the infrastructure was a key factor.

"The proof of concept confirmed that the desktop virtualization solution from Fujitsu would meet our performance expectations and minimize costs for hardware and software maintenance over the long-term. In addition, users can work more flexibly without having to worry about data security or virus problems."

Christoph Weindl, IT Infrastructure Manager, Vienna Tourist Board

Zero Clients for more flexibility, security and display brilliance

The IT managers in Vienna chose the ideal frontend device for their desktop virtualization project: the Fujitsu Zero Client. The workplace system is not equipped with any processors, integrated storage or moving parts, and it never requires upgrades, all of which makes it more reliable, more durable and lower in price than a conventional PC. And it is extremely quiet. Users have come to appreciate these features, and they can continue working in their familiar desktop environment, without

having to wait for their systems to boot up. What's more, the users in Vienna are now more flexible because they can access their personal desktop from any Zero Client system in the organization. But that is not all. The Zero Client delivers a native resolution of up to 1680 x 1050 pixels on its 55.9 cm (22-inch) display screen, as well as four isochronous USB interfaces for connecting devices such as USB scanners or USB DVD players. Furthermore, the Zero Client saves energy, which is an important aspect of the IT strategy of the Vienna Tourist Board: "With the Fujitsu Zero Client, we can reduce energy consumption by 70 percent. And that is a convincing argument. In fact, our conference office received the Green Meetings certificate thanks to the low-energy Zero Client," says Reinhard Gustavik, IT Team Manager at the Vienna Tourist Board.

Simple client management pays off

Since the virtual desktops are managed centrally, the complexity and costs of operating and maintaining the environment are considerably lower. Here are some examples: Problems that occur in a user's desktop environment can be quickly resolved in the server backend, thus making expensive on-site service visits unnecessary. If new applications are required, software can be deployed centrally and then activated for various virtual machines. And to increase performance, a server upgrade is all that is required. What's more, data security is also much better because user data is stored centrally – and in the Vienna project the switch to the new security solution from Trend Micro offers added protection. "Desktop virtualization has improved administration and the overall quality of our client environment. We also expect the project to pay off well into the future, thanks to the savings possible with the Zero Client and the incredible reduction in administration tasks," says IT Team Manager Reinhard Gustavik.

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