



leostream

Remote Desktop Access Platform

Case Study

Harlingen WaterWorks System Enhances VDI Performance and Reliability With Scale Computing, Leostream, and Liquidware

Customer Profile



Harlingen WaterWorks System (HWWS), located in Harlingen, Texas, is dedicated to providing its customers with high-quality drinking water and wastewater services. HWWS serves approximately 27,000 water customers, including the towns of Combes, Primera, and Palm Valley. Additionally, it manages over 19,000 sewer accounts and serves the towns of Combes and Primera.

Facing Dissatisfaction with Incumbent VDI Supplier

In the heart of Harlingen, Texas, Harlingen WaterWorks System (HWWS) was grappling with a growing sense of frustration. For over six years, they had relied on a VDI (Virtual Desktop Infrastructure) technology supplier that had increasingly fallen short of their expectations. The primary source of discontentment was lackluster service and support. HWWS found themselves contending with extended response times that sometimes stretched into days and, on the rare occasion, a vexing week.

Minimizing Downtime for Uninterrupted Service

HWWS knew that in their line of business, where customer service is critical, downtime must be confronted head-on. Providing essential services such as drinking water and wastewater to over 27,000 customers and managing numerous sewer accounts demanded a robust IT infrastructure. Their small IT team was acutely aware that their operations couldn't afford disruptions or service lapses.

A Small Team's Quest for Reliable Infrastructure

With a lean IT team consisting of just four members, HWWS needed more than just technology; they needed reliability, efficiency, and dependable support. The daunting task was to find a solution that not only met their rigorous requirements but also ensured their performance, data integrity, and overall system security.

Unveiling Business Benefits

In their pursuit of a more effective VDI solution, HWWS uncovered a range of significant business benefits:

- ✓ **Efficiency Gains: Reducing Management Time:** HWWS reduced their infrastructure management time by an impressive 30 percent compared to their previous solution, marking a remarkable step towards optimizing operational efficiency.
- ✓ **Swift and Seamless Implementation:** The transition to the new solution was remarkably swift and devoid of complications. The ease with which it was integrated into their existing system allowed HWWS to embrace the new technology seamlessly without disruptive teething issues.
- ✓ **Streamlined IT Infrastructure and Enhanced VDI Management:** The new solution streamlined HWWS's IT infrastructure, making it more efficient and easier to manage. VDI operations, in particular, experienced a marked improvement, resulting in enhanced overall system performance and throughput.
- ✓ **Enhanced Backup Capabilities with Hourly Snapshots:** To fortify their defenses against potential ransomware attacks and safeguard against data loss, HWWS introduced hourly snapshots using the Scale Computing HC3 platform. This added layer of data protection bolstered their data security and disaster recovery capabilities.
- ✓ **Reliable and Disruption-Free Performance:** Perhaps the most reassuring outcome of this transformation was their IT systems' newfound reliability and efficiency. With the new solution in place, HWWS could confidently declare, "It just works." The days of service disruptions and extended downtime were firmly in the past.

Addressing IT Challenges with Service and Support

HWWS had been using VDI technology for over six years but was increasingly frustrated with the service levels and support response times provided by their previous VDI supplier. This frustration stemmed from extended support response times, occasional delays of up to a week, and service disruptions. To address these challenges, John McKenna, IT director at HWWS, decided to explore new VDI solutions.

The selection criteria for the new VDI solution were demanding. HWWS requires technology partners capable of meeting their service and support needs while delivering efficiency, performance, reliability, and security.

Evaluating and Selecting Scale Computing HC3

HWWS chose Scale Computing HC3, complemented by Leostream and Liquidware technologies, following a solution demonstration and reference call with existing Scale Computing customers. Positive feedback from Scale Computing's customers regarding reliability and service was a key factor in the decision.

Scale Computing HC3, an integrated platform encompassing virtualization, servers, storage, and backup/disaster recovery, was selected for its simplicity, efficiency, and cost-effectiveness. HWWS deployed three Scale Computing HC3 appliances, running 52 virtual machines supporting various critical departments and applications.

Efficiency Gains and Streamlined VDI

HWWS saw significant efficiency gains, with infrastructure management time reduced by 30 percent compared to their previous solution. Scale Computing's emphasis on providing exceptional customer support proved invaluable throughout the evaluation, implementation, and rollout process.

The backup capabilities of Scale Computing HC3, including hourly snapshots, provided protection against ransomware and potential technology failures. This was particularly crucial for HWWS, given the utility sector's vulnerability to malware attacks.

Conclusion

Scale Computing, Leostream, and Liquidware jointly provided HWWS with a VDI solution that simplified management, improved reliability, and delivered cost-effective performance. The solution effectively addressed HWWS's unique challenges and contributed to enhanced efficiency and customer service.

John McKenna summarized the impact of the new solution, stating, "By working with Scale Computing, Leostream, and Liquidware, our technology infrastructure, its performance, and reliability have improved to such an extent that it's now a non-issue — it just works."

This successful collaboration demonstrates that VDI solutions are accessible and manageable for organizations of all sizes, delivering the simplicity, security, and efficiency required for modern IT environments.



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