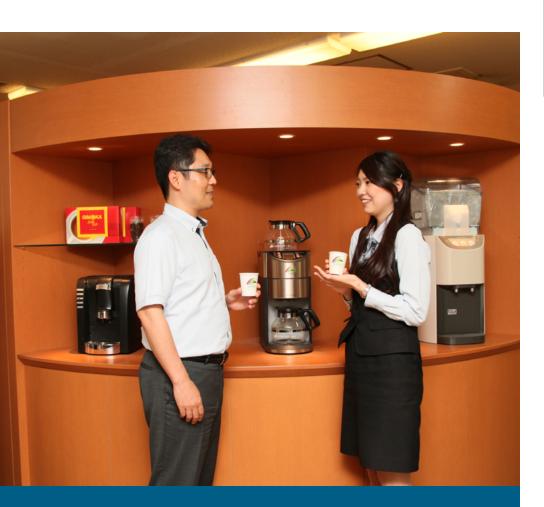# Loving the taste of virtual desktops to drive growth

Leading coffee retailer in Japan, Unimat Life injects vigor into the efficiency and flexibility of its work environment with an end-to-end virtualized desktop solution

Customer profile

Company	Unimat Life
Industry	Retail
Country	Japan
Employees	2,462
Website	www.unimat-life.co.jp

Business need

To support continued business growth and inspire greater productivity amongst staff by providing them a better desktop service, Unimat Life looked to complete the virtualization of its desktop environment.

Solution

The company chose an end-to-end Dell solution based on Dell PowerEdge blade servers, Dell Storage, Dell Networking switches, SonicWall firewalls and Dell Wyse thin clients. It also chose Foglight for optimizing performance.

Benefits

- Drives continued growth at lower cost
- Boosts the efficiency of staff, reducing IT management time
- Staff can constantly be at their best with available desktop tools
- Centralized data spells easier and more reliable access for staff
- Company sees new ways of working for greater productivity

Solutions at a glance

- Cloud Client-Computing
- Data Center Virtualization
- Network Security
- Enterprise and Client Deployment

"My personal vision of the future is some sort of virtual office center. The new virtual platform is a springboard for much more efficient and effective work styles, as well as contributing to the expansion of our business. Dell's client virtualization solution will serve to support Unimat Life in its current endeavors and future growth."

Yuichi Hasumi, Director, Systems Division, Unimat Life

As businesses develop, their IT needs change. Often, the cost of delivering IT becomes a concern as organizations grow and issues such as management complexity come to the fore. Unimat Life began to see management complexity and other issues creep into its desktop infrastructure as the business expanded.

> "The quality of our work and our security level and protocols have seen a dramatic improvement.Now that our on-site maintenance teams have been freed from these tasks, they can concentrate on their 'real' work. I am very happy to be getting this feedback from our staff about how efficient the new system is."
>
> *Yuichi Hasumi, Director, Systems Division, Unimat Life*

The company is the leading supplier of coffee and beverages to offices across Japan. It supplies approximately 250,000 locations across the country, and now offers additional items such as floor mats and air filters to its customer base. A rise in coffee consumption in Japan has driven growth, and the company is currently in a period of rapid expansion.

Resolving increasing IT costs from business growth

To help support growth, Unimat Life moved to a virtualized desktop some years ago. The advantages were clear as the organization has almost 200,000 desktop devices to manage and support across the business. The company chose a solution based on remote desktop protocol (RDP) technology where employees connect to a desktop image held on a virtual server in the data center. However, over time, the technology began to show its limitations.

Yuichi Hasumi, Director of the Systems Division at Unimat Life, explains, "The problem was one of system performance. With the number of thin client terminals increasing, these units were trying to connect to our sole virtual server, causing response times to suffer. During busy periods, all the units would try to log on at the same time and we would see a dip in system performance. This started to happen more and more frequently."

The company was also concerned about operational expenses. The IT platform was coming to the end of its life cycle so support and repair costs were expected to increase. As the maintenance contract for the platform was about to expire, Unimat Life had an opportunity to consider the strategic direction of its desktop estate. Additionally, the organization aimed to migrate key line-of-business applications for HR, payroll and sales over to a virtualized desktop, making it the perfect time to look at alternative solutions.

Products & Services

Services

Dell Infrastructure Consulting Services

Dell Deployment Services

Hardware

Dell PowerEdge M620 blade servers with Intel® Xeon® processors

Dell PowerEdge M1000e modular blade enclosure

Dell EqualLogic PS6110E, PS6110XS and PS6110XV storage

Dell Networking S4820T and S55 switches

Dell Wyse 3010 thin clients

SonicWall NSA 4600 Network Security Appliance

Software

Dell Wyse ThinOS

Foglight

Partner

VMware® Horizon View™ 5.2

Windows Server® 2012

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The business value of an end-to-end solution

Unimat Life looked at a number of proposals before deciding on a solution from Dell. According to Hasumi, a key factor in the decision was the end-to-end capabilities of Dell, including Dell Wyse thin client technology. Hasumi adds, "When examining the competing proposal, we were very happy that Dell matched our initial estimates in terms of target budget while meeting all of our specifications and requirements.

"In addition to outstanding cost-performance and the latest in client virtualization technology, Dell also brings to the table an extensive track record and innovative proposals that we value highly. Also, the Dell team responded to our questions and requests in a timely manner. The enthusiasm and drive of the Dell sales team were major factors in our decision to choose Dell."

The project was finished quickly with the support of Dell Infrastructure Consulting Services and Dell Deployment Services, with everything completed in four months. Work went smoothly at each stage of the project, which Hasumi attributes to the support of the Dell teams and their expertise. He says, "During the build and transition stages of the project, Dell engineers were there at every single step and always made themselves available for consultation. I am very happy we had their support at that time. When it was all done, I really felt that Dell had done a great job for us."

Enhancing desktop performance using fast, easy-to-scale and reliable IT

To improve its virtualized desktop, Unimat Life deployed an end-to-end Dell solution with a platform based on Dell PowerEdge M620 blade servers with Intel® Xeon® processors located in two Dell PowerEdge 1000e modular blade chassis. Combined, the solution gave the company a power efficient and highly scalable infrastructure from which to manage and expand its desktop

environment in the future. To help maximize performance while providing sufficient capacity for now and years to come, Unimat Life also deployed six Dell EqualLogic PS Series all-flash arrays. The solution provides a solid storage platform for any virtualized desktop solution, including 10 Gigabit Ethernet (GbE) ISCSI connectivity provided by Dell Networking switches to minimize latency.

The Dell Networking switches also complete the back end, ensuring plenty of headroom for expansion and simplified management. Alongside the switches, Unimat Life implemented a SonicWall next-generation firewall solution to protect the network and make certain personnel could work free from the threat of network intruders.

After careful consideration, the company retained its RDP-based solution, running RDS on Windows Server® 2012, and complemented the environment with a VMware® Horizon View™ 5.2 virtualized desktop infrastructure (VDI). In total, it deployed 750 Dell Wyse 3010 thin clients, running Wyse ThinOS, across it offices to give personnel reliable access to their virtual desktop sessions day after day.

Driving continued growth at lower cost

Today, Unimat Life can continue to grow, safe in the knowledge it has brought the administration costs of its desktop infrastructure back under control. Scaling the desktop is now that much easier and less costly because the Dell thin clients make use of plug-and-play technology so there is no need to configure individual endpoints. This was not the case in the past, when the systems team had to configure the previous thin clients individually and manage a number of traditional PCs.

Boosting the efficiency of staff, increasing business value

The systems team can also offer greater value to the business by delivering

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management services far more cost-effectively. For example, the team replaces around 100 desktops per year across multiple locations. It has been able to streamline the process significantly and no longer has to oversee installation to the extent it used to. The Dell Wyse endpoints are simply attached to the network and then all the configuration work is done centrally. The end result has been a major reduction in the number of work hours dedicated to system maintenance.

People having the tools to be constantly at their best

Employees now work on desktop devices whose software is always up-to-date, so personnel have the support they need to be at their best. Each Unimat Life location has a locally based systems engineer who once had to manually update the old stock of the company's PCs. This was only one of the engineer's tasks, so it could be a challenge to keep every machine patched.

Hasumi says, "As a result of implementing the Dell thin client solution, all of our software and data are held at the data center, which means that an employee with little or no PC knowledge can jump on a client terminal with peace of mind. All of our software updates and security patches will be in order as they are all now centrally controlled and administered."

He continues, "The quality of our work and our security level and protocols have seen a dramatic improvement. Now that our on-site maintenance teams have been freed from these tasks, they can concentrate on their 'real' work. I am very happy to be getting this feedback from our staff about how efficient the new system is."

Safer data spells easier and reliable access for staff

By removing all PCs, business data is now located in the data center instead of being held locally. Additionally, the company has deduplicated many of its documents, considerably slimming down the amount of data. With all data centrally controlled and with Foglight software to maximize performance, access has improved in some instances, because the company has overcome the possibility of documents being stored away on individual PCs.

Centralized management has improved availability and bolstered security, which is now further enhanced by the introduction of Active Directory. This means that all endpoints are administered using a single domain. Accessing the network from an external point is now only possible through the data center, ensuring much stricter data security with the new system. With this tougher approach to data security, the attitude and awareness of Unimat Life employees towards information security have been enhanced.

Gaining new opportunities in ways to work

Looking ahead, the company believes the Dell end-to-end solution will help spur greater workplace innovation. The Dell infrastructure allows staff to work effectively from multiple locations, so in the event of a disaster such as the Great East Japan Earthquake in 2011 when a number of Unimat Life offices had to be closed, employees can be easily relocated.

Hasumi concludes, "My personal vision of the future is some sort of virtual office center. The new virtual platform is a springboard for much more efficient and effective work styles, as well as contributing to the expansion of our business. Dell's client virtualization solution will serve to support Unimat Life in its current endeavors and future growth."

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