Samsung Zero Clients Overrule PCs at Leading Law Firm

OVERVIEW

Customer Need

A large law firm needed to provide its employees with higher uptime and faster response times than traditional PCs so that they could be more productive. The firm also needed to reduce the IT resources required to support a fleet of desktop PCs spread throughout its office network.

Samsung Solution

The law firm chose to transition its entire desktop PC fleet to Samsung zero clients. All new offices are outfitted with Samsung NC221 zero clients with integrated displays. At existing offices, employees can also choose to keep their current monitor and mount it on the Samsung NB-NH stand which houses the zero client hardware in the base.

Results

With the new Samsung zero clients, the IT team can support the growth of the firm without expanding its IT staff. The zero clients deliver higher uptime and require minimal support so employees can stay productive. Employees also report that the Samsung zero clients have faster response times than traditional PCs.

SAMSUNG
BUSINESS

THE CUSTOMER
Leading Law Firm

A leading personal injury law firm focuses on helping individuals in a broad range of litigation cases such as medical malpractice, auto and construction accidents, product liability, wrongful death, social security disability, and wage claims.

The firm has won large awards for a variety of litigation cases over it history. The firm has helped thousands of clients nationwide and has garnered news coverage from prominent news outlets, including USA Today and CNN.

Its success in the courtroom has led to its expansion from a single office to many offices. The firm plans to continue opening new offices in the coming years. The firm also operates three call centers for client screening and intake.

The 1,000+ employees are supported by eight IT professionals that are primarily based at the main office. The IT staff is responsible for desktop PC support, mobile device support as well as data centers.

Samsung zero clients reduce clutter and open up employee workspaces

THE CUSTOMER NEED
Improve Employee Productivity and Reduce IT Support

The law firm's attorneys and staff spend long hours on their desktop PCs. In addition to office productivity applications, they use a case management application for front office (e.g., calendaring, cases, conflict checking, email) and back office (e.g., billing, invoicing) functions. The desktop PC is "mission-critical" to their job and any downtime means lost productivity.

The law firm had recently standardized on VMware View in order to simplify and consolidate systems and strengthen data security. However, the PCs were not able to provide the fast response times that employees expected.

"We used traditional PCs, but the user experience just wasn't what we hoped for," says the CIO. "There were frustrations around the latency of the screen painting and having to manually connect a USB device every time you wanted to use one."

Supporting the desktop PCs was also a major challenge for the small IT team. Outfitting a new office with the PC infrastructure could take days. Providing break/fix repairs could take hours or require on-site visits.

The PC-related IT support also diverted valuable IT staff time that could be better used for more critical tasks. "When our IT team of eight is working on mundane PC setups and repair, we're not focusing on the more strategic priorities like consolidating five data centers into two. We needed a way to improve end-client performance and decrease the support demands on IT."

The firm decided to phase in zero clients and conducted a detailed assessment of zero client vendors.

THE SAMSUNG SOLUTION
Zero Clients Improve Performance and Reduce IT Support

The law firm selected two Samsung zero client devices to deploy in a phased manner.

The Samsung NC221 is an "all-in-one" zero client with a 21.5" display. The NC221 zero client includes the next generation Teradici PCoIP® chipset which optimizes "pixel throughout" for a low-latency user experience. The LED-backlit screen provides state-of-the-art display performance.

The NC221 zero client displays are the standard issue end-client for all the law firm's new offices. New employees at existing offices are also issued a NC221 zero client. "The NC221 is an easy way to start fresh with new employees or locations," says the CIO.

For current employees who already have a display (or require a larger size), the IT team deploys the unique Samsung NB-NH zero client monitor stand. The NB-NH houses the same Teradici PCoIP chipset in the base with an extension arm that can be used to attach any display using standard VESA connectors.

"The NB-NH is great for employees who already have and like their existing monitor, especially if it's a larger display. We started deploying the Samsung zero clients on all of the outlying offices. We also put an extra zero client in a closet so that if one breaks down or someone joins the office, anyone there can plug in a new system, without a whole lot of support from IT."

The Samsung zero clients enable the firm to reshape the IT footprint in its remote offices.

"We've been able to reduce the remote office IT infrastructure down to routers and zero clients so that the need to travel to the offices is greatly diminished – we can now focus on core business needs and not waste time driving or flying to support an office."

For the IT team, the Samsung zero clients change the entire end-client support model. "The zero clients are essentially zero touch from an IT perspective. There are no moving parts inside, and the useful lifespan up to 10 years – we've not had a single Samsung zero client fail."

Samsung zero client displays reduce the strain on IT

THE RESULTS
Faster Performance, Longer Lifecycle, Less IT Support

Employees and the IT team are impressed with the performance of the Samsung zero clients. Employees report that the zero clients are faster than the desktop PCs when connected to VMware View. In addition, employees like the fact that the bulky desktop PC tower is replaced with a small footprint display for a sleeker, uncluttered workspace.

"Our legal teams are experiencing less downtime caused by hardware failures," says an attorney at the firm. "Instead of having to quit or slow work down for half a day because a PC is down, we merely have to wait five to 10 minutes tops while someone replaces a zero client."

Employees also enjoy the peace of mind that their data is securely stored and processed at the data center. In case of a local office power or network outage, their work will be protected back at the data center.

The Samsung zero clients are easy to install at local offices because the minimal configuration can all be done centrally. "We can ask an office manager to simply connect the power and LAN cables from the zero client to the wall and then do everything else from our central help desk," says the CIO.

"What this means for us is that we'll continue to see end-client support demands on my IT staff diminish over time. The software upgrades are done at the data center, so now my staff has time to focus on more critical matters."

The Samsung zero clients have also helped the law firm maintain the size of its IT staff despite the rapid growth of the firm. "We've added five new offices and a call center, and didn't have to add IT staff to support them."

The law firm has standardized on Samsung zero clients and are rolling them out throughout the firm. "We're pushing these out as fast as we can until we replace all the old PCs with the new Samsung zero clients – it just makes a lot of sense."

Confidential client data is protected in a secure data center