



Case Study

Leading International Logistics Company
Deploys IGEL Thin Clients for Improved
Information Systems and Management

Business Solutions from
IGEL Technology





“...using IGEL will lead to higher cost savings, enhanced productivity and efficiency giving the company an added competitive edge,” *Huang Yingming*.

“We needed a global strategic approach to cope with rapid changes in the market and the balance between enterprise input versus output is from a long-term perspective. Whether this is through the deployment of information systems or operational management, the key to success is sustainable development. This is the management philosophy of Shanghai Origin and the reason IGEL was selected,” said Huang Yingming, director and general manager of Shanghai Origin International Logistics.

Founded in 2005, Shanghai Origin International Logistics has positioned itself as a leading enterprise with a focus in global development. On average, Origin’s revenues increase by 50 percent each year and despite the financial tsunami, the company still recorded a staggering revenue growth of 80 percent last year.

The customer

- Shanghai Origin International Logistics Co Ltd
www.origin-sh.com

“The key to success in logistics lies in the flow of information and a stable and safe system that systematically collects, processes and manages information from all sources in a timely manner,” Huang said, “In the past, a lot of resources were allocated in maintaining and managing Origin’s IT systems. As a cost-saving measure, Origin outsourced to two companies specializing in hardware and software and also employed an IT manager full-time, yet the system still suffered numerous problems.”

“At one time, an employee’s computer was infected with a virus that quickly infected other computers and servers on the network, leading to the loss of important data and almost crippling the entire system,” said Yan Wenchao, IT head of Shanghai Origin.

Coincidentally Huang learned about the benefits of thin clients and decided to bring IGEL thin clients into the company. Following the successful deployment of IGEL’s thin client solution, all finance and client data, customs declaration files were migrated from traditional PCs to the server. Staff now access and share data through terminals connected to the same server, and software applications are accessible through an easy-to-use interface.

All the bad memories of the virus outbreak that almost crippled the network are now put to rest as employees only access the server to retrieve information making their reliance on hard drives and CD-ROMs - containing potentially dangerous payloads - redundant and thus preventing viruses from infecting the network.

Orderly and Convenient Management

In early 2009, Shanghai Origin’s headquarters and branch offices in Yangshan and Zhapu ports successively installed IGEL Smart 2110LX, Compact 3210LX, UD2-420LX and UD3-420LX thin clients.

Through the offering of “Digital Service Packs” for accessing server-based and virtualized applications, the IGEL Universal Desktop series helps customers to reduce costs as they only need to pay for the deployment of the actual hardware or software they need. The powerful remote management software makes equipment deployment and management more efficient and convenient, reducing the total cost of ownership.



The challenge

- Importance of information availability and data collaboration in business process
- PC maintenance workload in extensive multiple locations
- Helpdesk or problems caused from user such as virus outbreak over entire network
- High cost of ownership due to outsourcing services

Further costs have been saved as Origin also stopped the outsourcing of their IT maintenance to two companies and brought this entirely in-house. This was made possible because of IGEL's unique Universal Management Suite being able to offer the perfect solution for centralizing PC management.

Commenting on some key features, Yan said, "For other similar products in the market, settings can only be changed on each terminal which is a fairly laborious process. However, IGEL's UMS offers the ability to centralise hardware configurations across all thin clients through just one server. Another great feature of UMS is that authorisation management for each terminal is minimized meaning that system management is incredibly efficient."

According to Yan, installing a traditional PC with software and hardware generally takes at least 2-3 hours, but now with IGEL, this only requires 5 minutes since all software is installed on one server, and all that is required is for the PC to be connected to the network.

IGEL thin clients help enterprises save cost and manpower in remote maintenance and management. "Even if the Zhapu IT system in Zhejiang fails, troubleshooting is usually just one click away from solving the problem, removing the need to send a maintenance team to the site. This saves money, minimizes downtime and disruption, and provides an option to fix issues via a remote PC or even a mobile phone," Yan added.

Personalized Operation Anytime, Anywhere

"Mobile office" is yet another critical advantage of IGEL's thin client solution offered to customers. Each employee can use his/her designated password to log on to each thin client wherever they are located – a great advantage for those employees that need to travel for business.

"I always travel between the office and the warehouse and when logging in at the warehouse using my password, the screen looks exactly the same as if I were seated at my desk. This means I can continue working in a familiar environment without changing any settings so my office is truly mobile. Thanks to IGEL's mobile office, every employee can access from home or on a business trip," said Huang.

Other key features of IGEL's solution are the huge savings that can be made on the lower energy and heat consumption of the thin clients and their efficient, slim design. Because hard drives and associated cables are removed, each PC saves approximately 10 percent on the physical space required.

Ambitious Global Strategy

According to Huang, Shanghai Origin's fast development benefits from its base in the mainland and its strategic global perspective. The deployment of IGEL thin clients lays the foundation of improved information systems in branch offices both locally and internationally. IGEL thin clients are safe and easy to manage, giving the company an opportunity to reap many benefits from resource centralisation including remote maintenance. "As the company continues to grow, the economies of scale using IGEL will lead to higher cost savings, enhanced productivity and efficiency giving the company an added competitive edge," Huang expressed.

The solution

- IGEL thin clients with models of UD2-LX, UD3-LX, Smart LX & Compact LX
- IGEL Universal Management Suite for centralized and remote management
- Windows Terminal Server

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