



Case Study

IGEL and Champion Solutions Group help new Piper Aircraft find new freedom.

Business Solutions from IGEL Technology





Piper Aircraft

The mission of Piper Aircraft, manufacturer of the legendary Piper Cub, is to give everyone “the freedom of flight.” In order to complete this mission, they have had to free themselves by implementing a thin client network solution provided by IGEL and integrator Champion Solutions Group.

According to Champion’s Tim Rustan, Piper faced some very serious issues when it came to operating PCs in a manufacturing plant environment. The metallic dust from various aircraft parts wreaked such havoc with Piper’s PCs that they became disabled. In fact, after three tries with various suppliers, the only apparent solution was to move the PCs to another building. This less-than-ideal scenario was a detriment to productivity and efficiency.

Enter Rustan and his experience with IGEL thin clients. Piper selected IGEL to produce rugged and completely sealed devices that could survive the harsh environment of the manufacturing floor, while offering a wireless solution that was easy to implement. According to Rustan, Piper wanted a simple solution that worked, and did not want to get into all the “feeds and speeds” associated with the migration from legacy systems.

For Rustan, one of the joys of working with IGEL is its ability to “dumb down” the process, providing a virtual plug-and-play scenario where the customer “pulls it out of the box and it just works.” This is also enhanced by IGEL’s flexibility and ability to see solutions from the end-user perspective. Or as Rustan relates, “IGEL thinks like large company, but acts like a small company in that there is less red tape. So it is just easy to get things done.”



He also appreciates that his customers get the same expertise, service and support regardless of the number of thin clients they purchase. In fact, while the deployment of the Piper solution was plug and play, the preloaded wireless functionality demanded customized development. And, according to Rustan, the remote management capabilities took administration to new heights.

Piper also liked the idea that IGEL's research facility happened to be local with a solid reputation for responding to customer needs. However, this customer would have been served equally well, regardless of location.

From a business – and personal –perspective, Tim Rustan feels IGEL has no peer in the thin client space. "They are innovative, flexible and extremely responsive. And obviously, I would not deal with an organization that is not profitable for my company and me. But besides the bottom line, IGEL makes it easier for me to do my job, just by taking certain things off my plate."



Germany (HQ)

IGEL Technology GmbH
Schlachte 39/40
28195 Bremen
Germany
Tel +49 (0) 421 1769 240
Fax +49 (0) 421 1769 302

United Kingdom

IGEL Technology Ltd
1210 Parkview
Arlington Business Park
Theale · Reading · Berkshire
RG7 4TY · UK
Tel +44 (0) 870 351 4522
Fax +44 (0) 870 351 4523

United States

IGEL Technology Inc.
5353 NW 35th Avenue
Fort Lauderdale
FL 33309 · USA
Tel +1 954 739 9990
Fax +1 954 739 9991
Toll Free (US only): +1 877 GET
IGEL

Singapore

IGEL Technology
Care of: C. Melchers GmbH & Co.
Singapore Branch
101 · Thomson Road
24-01/05 United Square
Singapore 307591
Tel (65) 6259 9288
Fax (65) 6259 9111

Hong Kong

IGEL Technology
Care of: Melchers (H.K.) Ltd.
1210 Shun Tak Centre
West Tower
168-200 Connaught Road C.
Hong Kong
Tel +852 25469069
Fax +852 25596552

