



SeatonCorp Delivers Low Cost, High Reliability Virtual Desktops via Quest vWorkspace

SeatonCorp, headquartered in Chicago, Ill., is a leader in providing recruiting, vendor-on-premise staffing and end-to-end supplier management solutions for strategic users of contingent labor. Through Staff Management and PeopleScout, its operating businesses, SeatonCorp has experienced double digit growth year over year and was recently recognized by industry analysts as the fastest growing US staffing firm.

The Challenge

SeatonCorp has to manage a complex and distributed environment consisting of a large network of offices, often staffed by temporary workers, which creates access and security challenges that IT needed to address. To provide application access to users, SeatonCorp's IT department was managing multiple Microsoft servers, each delivering different business critical applications via remote desktop services but not at all integrated. Users had to access applications using an office wide or "shared" account, never an ideal situation. Add to this the need to refresh older desktops and you have overworked IT and unhappy users.

"Our infrastructure has always been overworked so we have wanted to move a single virtual desktops solution and centralize management and application delivery," said James Maroney, Director of Infrastructure, Seaton Corp. "We were getting too many calls about lost files and network security wasn't where we wanted it to be with unmanaged access to corporate files and no consistent backing up of data in case of theft or hardware failure."

A barrier to adopting a virtual desktop infrastructure was SeatonCorp's requirement that employees have access to online training and streaming video, which can be a challenge for some virtual environments. They had to find a solution that would be able to replicate a traditional desktop environment while using thin clients.

The Quest Solution

SeatonCorp has already rolled out vWorkspace to several offices in 2008 and plans to virtualize over 800 desktops in the next two years, including 50 desktops in a call center based in India. The benefits have included: lower cost, enhanced capabilities, higher reliability, easier management and easier end-user IT support. Since the roll out of vWorkspace, SeatonCorp has reduced the number of servers that have to be managed and plans more consolidation moving forward.

"Quest's vWorkspace has offered easier data sharing between offices and corporate headquarters and vastly improved security," said Maroney. "Files can't be lost, stolen or saved to the wrong location because now each user will have an individual access ID and a private storage area without the need for expensive local IT resources. Our staffers couldn't live without vWorkspace's universal printing feature, but for us the real benefit is the ability to provision a specific application to a specific user across the entire environment."

The online training solutions are being delivered using the Quest Experience Optimized Protocol (EOP), which enhances RDP and delivers a traditional desktop experience by accelerating the delivery of multimedia content such as recorded webcasts and Web-based training.

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- James Maroney
Director of Infrastructure

Overview

SeatonCorp

Headquarters

Chicago, Illinois

Critical Needs

- o Better control file and application access & security
- o Simplify and reduce cost of desktop management
- o Reduce lost files and provide centralized data back-up
- o Maintain a physical PC-like user experience

Solution

Quest® vWorkspace

Results

- o Lower cost for hardware – 24% savings per desktop
- o Lower management cost – reduce support staff from 20 to 2
- o High availability – create virtual desktops in a 1/5th the time to re-image a physical one
- o Improve security and simplify administration with centralization

The Bottom Line

With an average savings of 24% per workstation on hardware alone, SeatonCorp is realizing great cost benefits using vWorkspace with Quest EOP.

“We looked at several vendors, including the ‘brand name’ players and selected Quest because of the amazing performance and affordability,” said Maroney. “Out of our 20 person IT staff, we need only two people to support the Quest environment, a huge cost savings from managing a traditional IT deployment.”

“In fact when a Trojan Horse recently hit the company we were able to rebuild the entire virtual environment in only four hours, a job that could have taken weeks in a traditional environment to completely clean up,” said Maroney.

About SeatonCorp

SeatonCorp is a leader in providing recruiting, vendor-on-premise staffing and end-to-end supplier management solutions for strategic users of contingent labor. Since its founding in 1988, major organizations across America have come to rely on SeatonCorp for their expertise and leadership in the staffing industry. Through its operating businesses, Staff Management and PeopleScout, SeatonCorp has experienced double digit growth year over year and was recently recognized by industry analysts as the fastest growing US staffing firm.

About Quest Software, Inc.

Quest Software, Inc., a leading enterprise systems management vendor, delivers innovative products that help organizations get more performance and productivity from their applications, databases, Windows infrastructure and virtual environments. Quest Software is a global provider of presentation and desktop virtualization solutions. Quest Software solution, vWorkspace, embraces and extends the Microsoft Terminal Services platform and Virtual Infrastructure platforms from Microsoft, Parallels, Virtual Iron, and VMware, delivering resilient, scalable and dynamic on-demand desktop deployment and application delivery for enterprises worldwide.

With a world-class client list, comprised of some of the world’s largest commercial enterprises, and government organizations, Quest is the most trusted name in presentation and desktop infrastructure virtualization. To learn more about Quest and our enterprise access solutions, please visit us at www.vWorkspace.com.