



LIFTING A HUGE PC ADMIN BURDEN FOR IT

After deploying cloud client-computing, STI Maintenance's two-person IT staff cut the time needed to manage PCs by 50 percent, while boosting employee productivity and flexibility



Industrial Automation

Canada

Business needs

At STI Maintenance, the IT staff spent much of its time updating or troubleshooting the desktop and laptop PCs of its 90+ employees, and it needed more time for valuable strategic work, such as supporting its DevOps team.

Solutions at a glance

- [Cloud Client-Computing](#)
- [Support Services](#)

Business results

- Boosts employee productivity
- Offers working flexibility
- Reduces PC admin time by 50%
- Simplifies user support
- Frees IT staff for more strategic work
- Enhances cybersecurity

Cut PC admin time by

50%



>10 second

boot time with Wyse 5040
all-in-one (AIO) thin clients



Maintenance of buildings, machinery, vehicles and other hard assets helps optimize their performance and longevity. On that fact, Quebec-based STI Maintenance and its 90-plus employees have built a totally integrated, best-practices approach to helping customers manage asset maintenance cost-effectively.

The company deploys and supports several asset maintenance software applications, primarily IBM Maximo, through its DevOps team. It also provides “STI Academy” training through online and master classes as well as special technical services to implement and manage preventive, predictive and corrective maintenance programs with onsite STI staff supervision.

Lost productivity when PCs went down

According to IT infrastructure manager Marc-Andre Gilbert, supporting the company’s desktops and laptops once demanded most of his time and his assistant’s time. Because they are the firm’s IT staff, anyone needing help often had to wait hours and became much less productive as a result. “Laptops were a big problem, due to their different configurations,” he says. “That was further complicated by the many configurations for various peripherals like printers that we had to troubleshoot.”

To simplify these tasks and save time, the company deployed a virtual desktop infrastructure (VDI) using Dell cloud client-computing endpoints. Hosted on a third-party server, the VDI platform uses a pooled, virtual-machine-based delivery architecture via Windows 10 Remote Desktop Services and Hyper-V virtualization.

Office workers use Wyse 5040 all-in-one (AIO) thin clients with sleek, 21.5-inch displays to conserve desk space. These run the virus-resistant and ultra-fast Wyse ThinOS, which can boot in less than 10 seconds. The base image includes Windows 10, Adobe software and utilities. A remote VDI desktop broker serves laptops of those working outside of the office.

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IT Infrastructure Manager,
STI Maintenance

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Cutting PC admin time by 50%

“We’ve cut our PC admin time in half with VDI,” says Gilbert. “We now manage just a single image on one PC that desktop users access with their Dell Wyse thin clients.”

He explains that employees can log in to the VDI system via three avenues — from their office Dell Wyse clients, from other such clients elsewhere in their building or from their home PCs — and access their apps and files almost instantly. “In addition to that flexibility,” he says, “downtime is minimized when employees need support, because VDI has helped standardize our configurations across both desktops and laptops.”

VDI also strengthened cybersecurity. The Dell Wyse AIO thin client is virus-resistant with an unpublished API and AES disk encryption. Also, laptops effectively have no company data on them, minimizing risk if they are lost or stolen.

With the time savings provided by the VDI, Gilbert and his assistant can focus on more strategic work like upgrading networks, storage and the DevOps environment. “We’re no longer fighting PC user fires, especially with the set-and-forget reliability of the Dell Wyse AIO thin clients on their desktops.”



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