



Abstract

Customer Profile



Customer	Changshu Local Taxation Bureau
Industry	Government
Country	China

Solution

Centerm Thin Clients
+
CT Vision Virtualization

Deployment

Application Scenario:
Offices, Call center & Taxation Counters

Deployment Scale:
200 units of C71 + 100 units of C32

Case Study

Changshu Local Taxation Bureau

Centerm desktop cloud solution has helped Changshu local taxation bureau improve the management & maintenance efficiency and information security level.

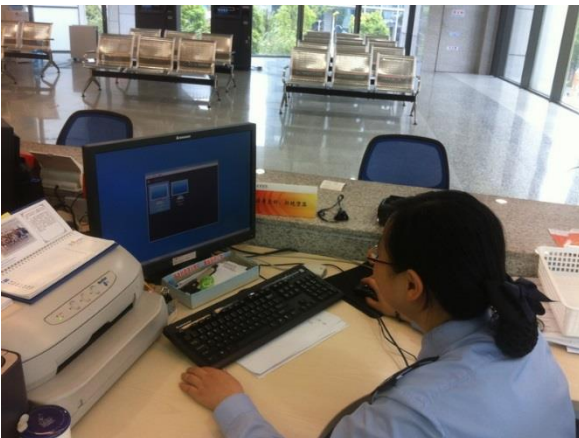
Customer Comments

“After the deployment of Centerm thin clients to the offices and business hall, we received good feedback that Centerm thin clients have brought them same user experiences as PCs; And for the IT department, the maintenance work burden has been greatly reduced. What's more, the desktop virtualization solution has realized on-demand resources allocation.”

----- Zha Yu,

IT Manager of Changshu Local Taxation Bureau

Introduction



Changshu local taxation bureau was established on September 29, 1994 in Changshu city of Jiangsu province, China, with eight departments and discipline inspection institutions and organs of the party's organization, there are 12 departments, foreign-related tax bureau, tax bureau and bureau tax collection center, service center.

Challenge

Before they adopted thin clients, the employees of Changshu local taxation bureau used PCs for daily work. And they suffered from many inconvenience brought by PCs:

- **Low Deployment Efficiency:**

IT stuffs need to configure PCs one by one --- install software one by one and configure the system environment one by one. They averagely needed to take about 2 hours for each PC. The work burden is heavy while the efficiency is low.

- **Low maintenance efficiency :**

when there is a breakdown of the PC, the average defect recovery time was more than 30 minutes, which would cause business interruption

- **Risks of Information security :**

When they used PC, they used USB disks and other peripherals frequently which would cause viruses and Trojans, threatening the security of the information system.

Solution & Benefits

To improve the deployment & maintenance efficiency as well as information security, Changshu local taxation bureau decided to turn to virtualization instead of the traditional PCs. They deployed CT Vision as the virtualization infrastructure for the offices, call center and business counters. And after a series of evaluating and testing, finally they chose Centerm thin clients as the accessing devices. After the whole deployment, they have found that they've entered a brand new office mode with highly improved efficiency and security. Firstly, the deployment efficiency was greatly improved. Originally the IT stuffs needed to install the operation system for each PC one by one, install the software on each PC one by one, and configure the system one by one, which totally took averagely 2 hours on each PC. Now with Centerm thin clients, the IT admins only need to distribute the thin clients to the employees, who only need to power on the thin client with no configuration needed and login to their own virtual desktop or applications to start their work.

For the maintenance, the defect restoration time was greatly reduced to 5~20 minutes from over 30 minutes before. The maintenance efficiency was also highly improved, which effectively guaranteed the business continuity.

Meanwhile, after adopting Centerm desktop management system, the peripherals like USB disks were under strict control and the problem of the quick spreading of virus & Trojans brought by the unlimited use of peripherals was solved. The main resource and transmission route of computer virus are effectively blocked and the security risks are greatly reduced, which has highly improved the security level of their information system.