



Scope Trusts 2X to Support 1,200 Users in 80 Locations

Problem

Scope, the Australian supporter of the disabled, has chosen the 2X ApplicationServer to support its application delivery needs in its care facilities. As the largest provider of disabled services in Victoria, Australia, Scope serves between 6,000 and 7,000 disabled adults and children with over 80 care facilities throughout the province. The organization was faced with the challenge of consistently providing desktop application access to their 1,200 employees, using products varied as the Microsoft Office suite and Goldcare, a care management ERP system. Yet the organization's existing solution provided inconsistent service, with a poor IT management plan and stand-alone

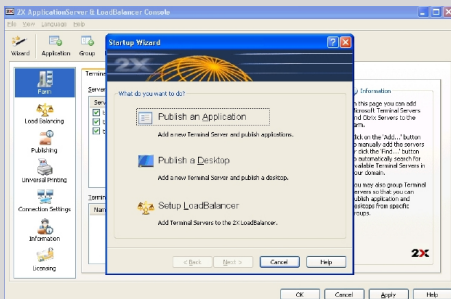
"It works very well, with no reliability problems to speak of."

- Mike Janic, SoNET

desktops which crashed frequently, subjecting the organization's technicians to frequent repair issues. By providing standardized, efficient and affordable remote application publishing capabilities for their facilities, the 2X ApplicationServer helped Scope guarantee

effective service to their patients and improve the general operations of the organization.

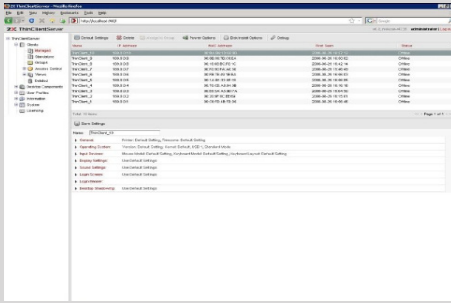
Mike Janic is Managing Director at SoNET Systems, and as such, is responsible for providing organizations like Scope with the virtual computing solutions most suitable to the organization's specific needs. As the organization operates over 80 different facilities, in widely varying locations around the Victoria province, it was extremely difficult to ensure company employees retained effective application access using stand-alone desktops, due to the repair hassles from system crashes, not to mention the high licensing costs from excessive application license purchases. Mike says that Scope's existing "system was set up terribly, with every desktop having its own configuration and no use of thin client technology, providing the organization with no standard operating environment." Yet though an improved solution was obviously needed, Mike notes that as Scope provides it patients with comprehensive care, including safe houses, medical treatment and educational support, among other benefits, it was "also important that any improved solution meet remote application delivery challenges with a high level of reliability, to guarantee the quality of Scope's support offerings, while also providing the versatility to work well in many different IT environments." Receiving project funds from the Australian government and various charities, Scope thus searched for an affordable, versatile and reliable alternative to guarantee their level of care to their patients.



2X ApplicationServer allows you to publish applications and desktops from a terminal server to the desktop of a remote user

Solution

In ultimately choosing a solution for the organization, Mike settled upon the 2X ApplicationServer, along with the 2X ThinClientServer, because of 2X Software's "efficient, affordable product line," which seemed to offer a smooth transition from the company's existing IT structure. Mike states that the company used 32 Windows 2003, 64-bit servers, with the 2X ApplicationServer installed on 16 servers, and 16 additional terminal servers. The company also chose a VMware ESX 4.0 hypervisor, and has experienced "no problems whatsoever" in forming an integrated solution between the two products.



2X ThinClientServer allows the use of thin clients from different vendors, old or existing computers, and new low-cost computers, with management of these thin clients through one open, consistent interface

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Cost Savings and Consistency

Mike explains that since the organization's 2X implementation, Scope has derived two main benefits from the switch: significant cost savings from more affordable licensing, and a consistency of operation unknown using the company's original solution.

Cost Savings:

2X ApplicationServer deployment provided Scope sizeable licensing savings by reducing the number of licenses needed for standalone desktops. Mike notes that 2X application delivery provided cost savings "not only against our original solution, but compared to competing solutions as well." Scope had originally considered Citrix as an alternative connection broker solution, but "with a price of \$250/user, the 2X ApplicationServer offered us the same functionality for approximately 20% of the comparable Citrix cost." Not only could the organization not afford Citrix-scale pricing, but Mike notes that the organization "didn't need unnecessary add-on features with the Citrix solution," making him "highly confident that all necessary functionality would be preserved using 2X."

Consistency:

Mike also claims that Scope's 2X application delivery "works very well, with no reliability problems to speak of." He explains that, since the organization has used the solution, the "level of happiness with the solution has been increasing over time, consistently improving as users realize the benefits the solution can provide in improving productivity." Scope's improved network consistency can be seen by the way their 2X solution has effectively supported the 100 notebook computers the group has received from government grants, with notebook users "able to access published applications flawlessly, at any time and from any location." The 2X ApplicationServer's reliability has resulted in zero complaints to 2X support, and increased productivity for Scope's employees.

About 2X

2X Software Ltd. develops enterprise server-based virtual computing software, enabling desktop virtualization and application streaming on personal computers and thin client devices. Its product line, which includes the award-winning 2X VirtualDesktopServer and 2X ApplicationServer, is easily scalable, installable, and manageable with straightforward licensing, resulting in product prices far below those of competitors. For more information, please visit: <http://www.2x.com/>.

About Scope

Scope is a not-for-profit organisation providing disability services throughout Victoria to thousands of children and adults with physical and multiple disabilities. Scope is committed to overcoming the personal, structural and attitudinal barriers that prevent those with disability from participating in community life and works to make our community more inclusive, more accessible and more welcoming. For more information, please visit: <http://www.scopevic.org.au/>.

... Go thin and win with

