



United Way Trusts Upic's 2X ApplicationServer Solution for Powerful, Affordable Remote Application Publishing

In today's hosting environment, ASPs must frequently balance providing maximum functionality to customers and minimizing solution costs. IT professionals at Upic Solutions, a non-profit application service provider (ASP) serving over 30 local United Way organizations, found themselves desiring remote application publishing functionality in servicing their United Way clients across the country. Upic considered Citrix prices as expensive, compared with the benefits the solution would provide. By choosing a 2X ApplicationServer solution, Upic was able to implement a world-class connection broker solution with a much lighter strain on the company's IT budget, providing United Way organizations with the performance and reliability they need while providing impressive cost savings to devote to other causes.

Business Needs

David Poe serves as Chief Technical Officer at Upic Solutions. As an application service provider, Upic depends upon its ability to consistently meet the hosting performance needs of its clients. A critical component of the company's hosting capabilities concerned the use of its MPLS system, a private hub-and-spoke network used to host Andar, a vertical market software application United Way groups use to fundraise in their respective communities. Links to individual United Way groups were maintained through a proprietary single vendor network utilizing T1 and ADSL connections. Upic was looking for a replacement solution that allowed United Way groups to shop any ISP for the best price while providing a reliable solution capable of remote application publishing, making a terminal services connection broker a natural choice.

"I never have to think about it; it just works!"

- David Poe, Upic Solutions

Though Upic's required features clearly pointed toward the use of a terminal services connection broker, the price of purchasing a scalable solution was of utmost importance for the company, to ensure maximum customer benefit at minimal cost, and allowing United Way clients to devote funds toward other causes.

Solution

Following a market review of terminal services connection brokers, the company chose a 2X solution for its combination of an impressive features list at a price far below other vendor estimates. The company chose to support its United Way clients using 16 terminal servers running a combination of 32 and 64-bit Windows 2003 and 2008 servers, depending upon users' application requirements. Redundancy and scalability is achieved by using 3 VMWare ESX 3.5 virtual machines, using the 2X ApplicationServer Enterprise Edition, integrated with the 2X LoadBalancer. David explains that the platform-independence of his 2X solution allowed it to "fit well within our existing IT setup," creating a network infrastructure well-tailored to the company's needs, providing efficient remote application publishing with little to no downtime for end-users.



David Poe is the CTO at Upic Solutions





Upic's corporate headquarters in Fort Mitchell, Kentucky



Building housing Upic's main datacenter

Benefits

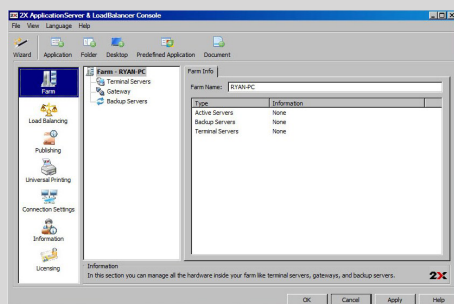
Upic's implementation of their 2X ApplicationServer solution has improved company IT processes in two highly visible ways; first, in providing a straightforward connection broker solution with an extremely reasonable cost base, and also in providing an impressive array of features at consistently high reliability levels.

Simplicity and Cost:

One attribute causing the 2X solution to stand out among its peer products was its simplicity of operation. David was knowledgeable of the Citrix product cycle, and was aware that by choosing their product, he would be required "to buy additional hardware, install the hardware myself and resolve customization issues, all of which would take time that simply wasn't available to us." He notes that since initial implementation, the company has had virtually no problems with its 2X solution, claiming, "I never have to think about it; it just works! I drop the software on my servers, and that's it." As a side note, he credits 2X with lowering IT management stresses, boasting that since he "never has to think about the solution," with "very few calls to support," Upic's 2X ApplicationServer choice has reduced his day-to-day IT management stress level and allowed him to perform his job more efficiently. He also noted that the reliability of the ApplicationServer's SSL security feature has allowed the company to ensure the United Way's Andar fundraising software provides complete confidentiality to its users, claiming it to be "critical to our data processing operations." The fact that he was able to obtain a complete, stress-free solution while enjoying cost savings of over 80% relative to competing solutions has caused David to "definitely consider 2X first when considering any plan for network expansion."

Features and Reliability:

David credits his ApplicationServer solution with providing company employees and clients with an unexpectedly comprehensive functionality set, improving company efficiency to a much greater degree than initially planned. Nowhere were the features and reliability of Upic's 2X solution on display more during Hurricane Gustav's arrival in Cincinnati in August of 2008. The hurricane "completely disabled power for 90% of the greater Cincinnati area," leaving Upic's offices in the dark. Yet through the use of remote application publishing, powered by 2X, Upic's employees and clients were able to work from home by using the ApplicationServer Client to access their applications remotely, allowing them to remain productive despite severe weather conditions. Employees and customers continue to depend upon 2X remote access when taking days off work, as David notes that he has received "a flood of emails from customers telling me how great it is to be able to work from remote locations, with no technical problems whatsoever." In every instance, he explains that he is convinced his 2X solution can handle his clients' remote application access at any time, wherever they might need it.



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

About 2X Software

2X Software Ltd - 2X - is a company developing software for the booming server-based computing market. Thin client computing controls skyrocketing PC management costs, centralizes application and desktop management, improves security and performance and allows users to work remotely. The company's product line includes: 2X ThinClientServer, 2X LoadBalancer for Terminal Services/Citrix, 2X ApplicationServer for Windows Terminal Services, and 2X VirtualDesktopServer. 2X is a privately-held company with offices in the USA, Germany, Australia, the UK, Cyprus and Malta. Its management team is backed by years of experience in developing and selling network infrastructure software. 2X is a Microsoft, IBM, VMware and RedHat partner. For more information, visit: <http://www.2x.com>.

About Upic Solutions

Upic Solutions is a technology collaboration of several United Way organizations and provides a full range of information/technology solutions customized to the United Way vertical market. Upic serves United Way members in 21 states and the District of Columbia with help desk, hosting, electronic giving portals, data processing and reporting services. For more information, visit www.upicsolutions.org.

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