

# Wyse deploys 100 thin clients to ING Real Estate slashing support costs by 70 per cent



## The organisation

ING Group is a Dutch financial institution offering banking, insurance and asset management to over 50 million private, corporate and institutional clients in 65 countries. It is one of the top 5 European financial services organisations.

ING Real Estate is a subsidiary branch of ING Group and works across three business lines and competencies:- development, investment management and finance. They have an assorted workforce of over 1,300 employees, 750 of which work at the ING Real Estate office in the Hague.

## The problem

The vast size and geography of ING presented the IT organisation at ING

Real Estate with real challenges. They needed to deploy and maintain applications globally with minimum hassle, time and cost. These environments included remote workers, local offices, home users and travelling employees. The traditional PC workstation was proving to be difficult and expensive to deploy and maintain.

In addition, there were frequent new workers that had to be connected to their applications and data. As the complexity of the IT environment grew, there were also growing concerns about how to secure company information adequately.

Desktop software upgrades presented major issues. To minimise roll out and upgrade problems, ING Real Estate tried to have a

homogeneous PC environment where all users had the same model and systems software. Even then, it was difficult for IT managers to ascertain if the rollouts had been successful and they couldn't guarantee if all users had received all applications without physically visiting each location. This was obviously expensive, time consuming and impractical.

## The solution

ING Real Estate decided that a server based computing architecture with thin client terminals was the answer to their problems. After implementing Citrix Metaframe they chose Wyse Winterm terminals because of their long-term experience and reputation in the thin client business. ING put

into operation 100 Wyse Winterm 3235LE terminals and Wyse Rapport management software, which allows network managers to centrally configure and manage terminals anywhere in the world over low bandwidth networks.

The software and technology was deployed with the co-operation of Wyse technical engineers. This approach ensured that there was a transfer of knowledge from Wyse to ING Real Estate during the deployment phase.

### **The benefits**

By implementing a thin client solution, the cost of desktop support has decreased by 70% in comparison to the cost of maintaining a PC. "The centralised solution has made it easy and inexpensive to rapidly deploy and maintain applications anywhere in the world we operate" said Ernst Vetketel, External Project Manager of ING Real Estate.

The true benefits of server based computing came to fruition when ING Real Estate restructured. Almost two hundred employees of different business units of ING Group, who were involved with real estate finance, integrated into the ING Real Estate office in the Hague adding an additional 100 employees and 60 applications to the IT infrastructure. The new applications were rapidly deployed onto the new Citrix servers and within one week the department had completed the transfer of the 100 new employees to server-based computing.

Within the company the new infrastructure has been universally accepted. Arend Hilhorst, Manager of Technical Administration of ING Real Estate, confirms; "The employees prefer the thin clients. It takes less room on their desktops, it makes no

noise and the start up time is very fast". On the strategic side he expands further, "We are now able to better deliver applications in all our offices. The IT department can quickly respond to all queries involving the expansion of the ING Real Estate organisation because it is now able to connect all global offices in a very short time."

"The central configuration method is the most important benefit of the thin client software in comparison to PC workstations," confirms Ernst Vetketel. He concludes, "We are very satisfied with the Wyse Winterm products and the professional support we have since received. During the preparation period we were kept very well informed, and the entire implementation process was very seamless. Wyse will definitely be a long term solution for ING Real Estate."

Due to the success of the thin clients, the company is intending to continue to invest in Wyse Winterms to replace obsolete PC's, with the intention of eventually implementing up to 600 thin clients throughout the company.

### **Technical details**

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- Wyse Winterms deployed: 100
- Number of potential users: 600
- Wyse WinTerm model: 3235 LE
- Terminal Server OS:
  - Windows 2000 Terminal Server, Citrix Metaframe XP, RES Powerfuse version 5
- LAN Network used:
  - Servers 100 MB full duplex, Terminals 10 MB
- WAN - home workers ING Global WAN - 14