



ACTON MOBILE

CASE STUDY



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INTRODUCTION

Acton Mobile (Acton) is a multi-regional provider of modular space rental services to the construction, commercial, industrial, education, healthcare, infrastructure, engineering and government markets.

They specialize in providing temporary building solutions for non-residential construction and business customers. Providing exceptional customer service and a superior customer experience are two of Acton's core values.

With a fleet of more than 10,000 units and a branch network of 38 regional service centers in 23 states, Acton offers rental, delivery, setup and maintenance services, pick up of temporary mobile office trailers, and the sale of both new and used units. From steel container office storage combination trailers to prefabricated mobile office trailers, Acton supplies its customers' needs on time and within budget.

BACKGROUND AND CHALLENGES

Acton had reached capacity on their existing desktop environment solution. The current setup used terminal services that provided users with the company applications. The servers were accessed with Windows desktops that were a burden to maintain.

Connecting to the servers was providing a less than desirable user experience. A server lockup would affect several users, and maintaining the servers along with the desktops was a great deal of work.

Acton was also looking to grow through acquisitions and needed to provide desktops to new employees quickly.

Company:

Acton Mobile

Industry:

Construction

Challenges:

Burdensome Windows desktops

Existing server connections affected user experience and required too much maintenance

Scalability to support user growth with company growth

Solution:

vBOX and Zero Clients

Benefits:

Responsive, scalable architecture

User experience consistent with dedicated desktop and employee productivity

Secure virtual desktop environment

Increased end user productivity and reduced desktop outages

Lower total cost of ownership than desktops

Effortless to support a distributed workforce

Central management

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"RackTop's Zero Clients have changed the way we operate at Acton. We rolled out vBOX and Zero Clients and not only are we saving money and tons of time, but our users are happier. Thanks, RackTop, for making me look good!"

Eddie Jenkins, CIO
Acton Mobile

Acton wanted to address the current capacity, performance and maintenance issues and still provide a way to grow quickly in a predictable manner.

“I think we have reached max capacity and we know we will need to expand this year, so we are looking at our options. We are running about 15 HVs on our current storage along with our backups and file storage.”

Eddie Jenkins

- CIO, Acton Mobile

THE VISION

Acton needed a solution that:

- provides users with a responsive desktop and allows the company the flexibility to grow quickly.
- provides users with the feel of a personal desktop and the ability to access the resources and applications needed to stay productive.

Acton wanted to avoid:

- a solution in which one server is shared by many users with complicated access to local resources like scanners.
- to eliminate incompatibility issues when running applications in a Terminal Services environment.

THE SOLUTION: VBOX + ZERO CLIENTS

VBOX

After comparing options available in the marketplace, Acton selected Racktop Systems and its Virtual Desktop Infrastructure (VDI) solution: vBOX.

The vBOX solution is designed specifically to meet Acton’s challenges. vBOX addresses two of the top factors in a successful VDI implementation: the user experience and employee productivity. It also solves one of the most common engineering challenges by creating a user experience that is consistent with a dedicated desktop. The Racktop vBOX is a “converged architecture,” designed to scale linearly with each appliance, delivering an optimal user experience level. As Acton grows, they can achieve that same user experience level at scale, simply by adding more appliances.

OTHER BENEFITS OF VBOX

Monitoring. With vBOX, Acton can now determine exactly what VDI users are doing, where they are browsing, and what they are accessing. Racktop has the ability to log both end user and administrator actions, end-user security events, logon/logoff, and website access. Logs can be forwarded to customer systems for permanent storage and analysis, or Racktop can store logs and provide a hosted analytical platform for remote access.

Security. vBOX also provides the most effective means to protect sensitive data. All user interactions with files occur within the virtual desktop environment without any linkage to external devices, and security issues such as data leakage and lost or stolen intellectual property are virtually eliminated.

ZERO CLIENTS

Acton executives realized that combining the Racktop vBOX with Racktop Zero Clients would be the fastest way to implement virtual desktops with the lowest risk and total cost of ownership.

The company needed to replace the Windows endpoints that were used to access the retired terminal servers. The Racktop Zero Clients were the perfect fit.

Zero Clients are directed at the escalating costs of managing traditional - and in this case aging - PCs. In addition to positive user experience and secure data, implementing the Racktop Zero Clients allowed Acton to lower the total cost of ownership (TCO). They require minimal maintenance, take less space, and use less energy than the desktop computers they replaced.

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The Zero Clients are virtually plug-and-play devices, allowing for rapid deployment. They require minutes to set up, and a few seconds to boot. Connect a monitor, keyboard and mouse and the Zero Clients are ready to go.

THE RACKTOP TEAM

There is no replacement for experience. The Racktop team includes some of the foremost technical authorities on engineering, deploying and operating VDI solutions. The Racktop team has experience deploying VDI for 60,000+ users across the globe, in both private and public sectors. The team has experience architecting and successfully deploying VDI to 15,000 users across India, China, England and the U.S. within 6 months. And our senior staff includes the author, Chuck Mills, of two best-selling VMware publications – **VMware Horizon 6 Desktop Virtualization Solutions** and **VMware vCenter Troubleshooting**.

Understanding the customer's environment and needs help provide a successful solution that not only helped Acton achieve the performance they needed now, but provide a predictable growth path as the company grows.

"We were prepping for record growth and needed a quick and easy way to scale out. We will be opening 15 new offices and hiring over 150 employees this year. VDI, Zero Clients and RackTop have made this seem like a non-event for my team." - Eddie Jenkins

ROOM FOR GROWTH

Acton now provides the corporate desktop quickly to new users by creating additional pools of virtual desktops and allowing access from their current endpoint. As the company grows, new vBOXes will provide an expanding solution that grows with Acton. There is no need to install all the Acton applications on the acquired company's endpoints.

CONCLUSION

Acton Mobile was not only running out of capacity in their terminal services environment, they also had an aging desktop infrastructure that included the application servers along with desktop endpoints that were impacting the end user experience. They also needed a solution that would grow with Acton without sacrificing performance.

Choosing the **Racktop vBOX and Zero Client** solution not only provided the robust environment to give users an excellent experience, but also provided the needed expansion capabilities as they grew. With minimal downtime, Racktop met the challenges Acton faced and achieved a quick and efficient VDI solution with a low cost of ownership.

ABOUT RACKTOP

RackTop Systems is a developer of award winning data appliances, focused on designing valuable, easy to use, and economical computing solutions. RackTop understands what it takes to operate a business and understands the technology challenges from the customer's perspective. RackTop leverages corporate knowledge and the top human capital to implement their best in class solutions to enable operational success for businesses and organizations of all sizes.

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