



The Virtual Central Station Overview

SIMS 2006 User Conference
(Steve Ryckman)

The virtual Concept

- Last year we focused on virtual receivers whereby you replace your POTS lines with a PRI and your hunt groups become one large virtual circuit.

Virtual Workstations?

- Using Microsoft Windows Terminal services, one central server becomes your workstation for multiple operators.
- Operators still have monitors and keyboards and mice, but they connect to a Wyse “Thin Client” box that doesn’t have a hard drive or fans. This box has just enough smarts to connect to the terminal services server.

Wyse V-Series Thin Clients

- Run either Windows Xp Embedded, Linux or Wyse's proprietary operating system.
- Very small, can be mounted under desk or behind the monitor.

Why Virtualize?

- Most operators do not use the processor of their workstation barely at all. It is therefore a waste of dedicate a whole machine to them. Computers need to be replaced by every couple of years, think clients don't. you only upgrade the server.
- Moving parts fail and make noise.
- Operators from different shifts have their own desktop with email client, their icons and so forth regardless of which terminal they sit at.

Security Bonus

- Thin clients do not have a CD or floppy drives and USB ports can be disabled in the bios easily.
- The terminal services server user permissions control which applications are available to which staff members and whether programs can be downloaded from internet or installed off the network.

Remote Access

- Users with Terminal Services logins can login from anywhere, when they have a Remote Desktop client connection(permission based at the server of course). Home, Starbucks, on vacation.
- Wherever they login from they see their desktop exactly like they left it.

Does it work?

- This is the same technology we have used for the SIMS Disaster Recovery Center for several years.
- At the beginning of 2006, the SIMS Support staff switched over to Wyse V90 thin clients. We can now login from anywhere and as if we were at the office.

Pricing

- SIMS is a Wyse Partner and can sell you the Wyse thin clients or you can purchase them through other channels

- Wyse 1125se	Wyse OS	\$349
- Wyse v30	Win Ce	\$459
- Wyse v50	Linux	\$479
- Wyse v90	Win Xpe	\$599