"We were upgrading Windows 7 and our NComputing N500 devices were failing support. We needed a really good, reliable, high-performing endpoint; and fast. 10ZiG was our answer."

- Wilmer H., Senior IT Network Administrator

T. Hasegawa USA Inc.

Location: California, United States
Sector: Flavors & Fragrance Manufacturing

Challenge:
● Endpoint device to support Citrix XenDesktop

● Management software of Dell and HP not detecting server and configuration issues

● Failing NComputing N500 devices

Solution:
● 10ZiG customized, free test demo

● 10ZiG 5848q Citrix Zero Client as the ideal VDI solution for the end-user's needs

● 10ZiG continued Sales and Tech Support

Customer Background:

T. Hasegawa USA is one of the world's top ten flavor and fragrance companies. Food and beverage manufacturers rely on their expertise in creating high quality flavors with unmatched customer service. Their CA Headquarters was originally established in 1978 in Lawndale, California to serve North America customers, and then moved and expanded years later to T. Hasegawa USA Headquarters & Manufacturing in Cerritos (Los Angeles), CA. Related Field Sales Offices are located in Princeton/NJ, Chicago, Atlanta, and Mexico City. In 2014, the Cerritos R&D Center & HQ was totally made over, signaling a continued commitment to customer needs. The innovative facility features labs for both the savory and the sweet; beverage flavor creations, food and beverage flavor applications, and flavor/aroma analysis. An extensive flavor library, pilot production labs, and custom culinary kitchens are additional key features.*

IT Challenge:

T. Hasegawa has over 4,000 employees, worldwide. With several hundreds of them located in their California Headquarters – staffed mainly for R&D and Production Departments including Chemists, etc., Wilmer H., has been serving as Sr. IT Network Administrator with the organization for six years. Initially, Wilmer found himself immediately challenged to find a computing environment solution to replace T. Hasagawa's antiquated IBM computer set-up, so he immediately turned to Virtual Desktop Infrastructure (VDI) as an option. But, what about endpoint devices? At the time, he was looking for the right endpoint device to support Citrix XenDesktop. He tried HP and he tried Dell Wyse. Neither vendor's pricing matched their value. There were also problems with management software not detecting the server, and complexity issues on the configuration side of things. Plus, long booting time, unstable video connections and quality, and customer service availability by email only, with delayed response time. Eventually, he ended up with NComputing N500 devices, but then those started to fail him, as Citrix continued to evolve and Wilmer was switching users to Windows 7 (32Bit to 64Bit). He was not in a good situation and found himself discovering non-compatibility failures right and left.

> *"The big difference we experience with 10ZiG is the quality of their customer service and tech support. Their service compared to the service of their competitors is like day and night."*

10ZiG Corporate Offices

Corporate Headquarters
United States:
23309 N. 17th Dr. #100
Phoenix, AZ 85027 USA

P: +1 (866) 865-5250
F: +1 (623) 516-8697
E: info@10ZiG.com

UK (EMEA) Headquarters
Unit S2, Troon Way Business Centre
Humberstone Lane
Leicester
LE4 9HA
England

P: +44 (0) 116 2148650
F: +44 (0) 116 2148651
E. info@10ZiG.eu

Germany Office
Alte Steige 16
55442 Stromberg
Germany

P: +49 (0) 6724 9304-45
F: +49 (0) 6724 9304-77
E: vertrieb@10ZiG.de

Asia Pacific Office
Suite 801 Level 8, 83 Mount St
North Sydney, NSW, 2060
Australia

P: +61 2 80027421
E: info@10ZiG.com.au

The Solution:

Wilmer started to search the Internet, as his challenge for needing an even more immediate VDI endpoint solution for hundreds, potentially thousands, of staff members became more and more crucial. Up popped "10ZiG." Jumping onto www.10ZiG.com, Wilmer submitted for a free demo evaluation by filling out an online form request and was immediately shipped a Zero Client test device customized for his needs. Not long after at an industry tradeshow, Wilmer ended up at a 10ZiG Technology booth and connected with the staff members who had been helping him through the demo evaluation phase. He experienced success with a demoed 10ZiG 5848q Citrix Zero Client. Having another run-in with 10ZiG staff, this time at an annual VMware VMUG in Anaheim, Wilmer continued to gain confidence in both in 10ZiG products and service. He ended up ordering several 5848q Citrix devices. Fast forward to today, Wilmer is now in the process of a total N500-to-10ZiG-Zero-Client transformation for his entire staff and recently ordered a test demo for a 10ZiG 5948q Zero Client (with triple-monitor 4K UHD support) and purchased a few of those as well for further consideration.

Testimonial:

Says Wilmer, "The big difference we experience with 10ZiG Technology is their service. Between their service and the service of their competitions, it's like day and night. 10ZiG answers (phones/emails) right away and problems are usually addressed and handled within 3 minutes. The fact that their Zero Client hardware supports and can easily transition from Citrix to VMware, and just generally back and forth from different protocols, is a very important asset to us. They have more stable and reliable Zero Clients, the booting time is quick, the video quality and multiple monitors is a plus; and, their management console is the best."

T. HASEGAWA USA INC.