



Case Study

Lifeline Project finds IGEL units simple to configure and easy to manage.

Business Solutions from
IGEL Technology





“The IGEL units are simple to configure and easy to manage using the IGEL Universal Management Suite”

Lifeline Projects Ltd has been commissioned by the London Boroughs of Hackney to deliver a range of services to people experiencing problems with substance misuse. The Lifeline Project is a well-established, voluntary sector charity agency that provides a range of drug and alcohol services for adults and young people. Since its foundation, Lifeline has grown and developed, responding to the ever-increasing problems associated with drug use faced by individuals, families and communities. In Hackney, the Lifeline Young Persons service delivers a range of substance related services to the young people, families and the communities of Hackney.

The customer

- A charity delivering services to young people suffering from substance abuse
- A 60 user office based in Tower Hamlets, London

The challenge

- A low cost and low maintenance IT system
- Secure access from multiple locations

Establishing a secure and reliable IT infrastructure

When the Lifeline Project was set-up in Hackney, the organisation inherited an ageing building with no IT infrastructure. “In order to get our service up and running as quickly as possible, it was essential to find an IT solution that was going to be fast, secure and reliable,” said Jackie Kennedy, Services Director, of the Lifeline Project.

The charity needed the IT infrastructure to be installed as quickly as possible to ensure they could begin their work as projected. The system needed to be secure because sensitive, confidential records would be maintained. The solution had to be reliable because the charity ensures every possible penny is spent on helping the young people of the area and therefore there was little opportunity to have IT support within the organisation. And finally, as staff were often busy out of the office, the charity needed a solution where people could access their desktop remotely, wherever they may be.

The solution

After assessing the options, the charity turned to Alchemy Systems and its hosted Virtual Open Desktop solution with IGEL Universal Desktop thin clients to meet its needs.

Virtual Open Desktop delivered a complete business productivity solution based on Open Office, a Zimbra email client and the FireFox web browser. Alchemy Systems also customised the desktops for the Lifeline Project staff so that they could also access specific applications such as patient care management tools.

Everything is hosted and secured centrally by Alchemy Systems and accessed by the charity via the Internet using the software as a service model (SaaS) over a secure SSH



connection using a free NX client. Data is protected and kept private by Alchemy Systems with each customer having access to a separate virtual machine and all data is backed-up to an off site location.

The solution includes an energy efficient IGEL Universal Desktop, so that the charity's hardware is kept efficient, simple, robust and easy to support remotely. The IGEL units are simple to configure and easy to manage using the IGEL Universal Management Suite (UMS) software, which comes free with every IGEL thin client. This powerful yet easy-to-use tool allows customers to manage their IGEL clients remotely, saving them both time and money.

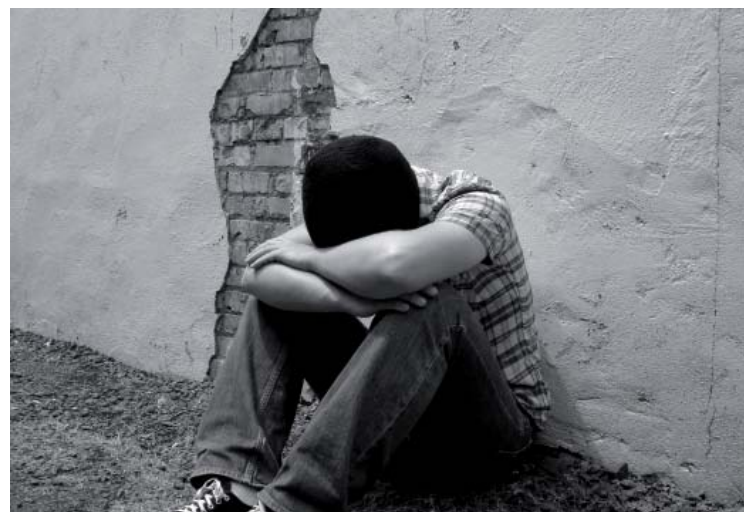
The benefits

"The Virtual Open Desktop solution delivers exactly what the charity needs in terms of IT support without the hassles of having to worry about security, upgrades and maintenance," said Jackie Kennedy, of the Lifeline Project.

"Our system is secure because all records are stored at the hosted server and backed-up remotely, our staff are able to access their desktops from wherever they are and the IGEL thin clients are easy to deploy and use. And if there are any problems, Alchemy is able to investigate and resolve the problem remotely."

Nathan Mills, managing director of Alchemy Systems, added: "In today's difficult economic climate, small and medium-sized business owners need to be able to concentrate on their business rather than worry about their IT infrastructure. Virtual Open Desktop solves this problem, providing green carefree computing at very low cost."

Stephen Yeo, worldwide strategic marketing director for IGEL Technology, added: "Alchemy's Virtual Open Desktop is one of the most innovative solutions we have seen for small and medium sized organisations. By using an IGEL Universal Desktop, customers can enjoy great performance, security and hassle free computing."



The solution

- Digital Services: NX
- Universal Desktop: IGEL Compact 3200 LX
- IGEL LX Compacts (IGEL UD 3) running free NX client for Virtual Open Desktop solution
- IGEL Universal Management Suite for standardised remote administration of all IGEL models
- Virtual Open Desktop delivering specific applications alongside Open Office, Zimbra email client and Firefox web browser



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