



Case Study

“Our desktops were 10 years old so we began searching for new traditional PCs to replace the outdated ones,” said Derek Niedermayer, network support supervisor at McHenry Savings Bank. “While conducting our search, we realized that desktop virtualization was a cost-effective solution that could significantly reduce our required maintenance time and decrease the footprint size on the desktop.”

Key Benefits:

- Optimize existing server and virtual desktop infrastructure
- Reduce software licensing costs
- Condense Windows desktop deployment time from a day to a couple of hours
- Cut time required by IT to fix workstation issues from hours to minutes
- Save electricity costs by up to \$23,000 over 3 years
- Improve end-user satisfaction with IT support and desktop productivity

McHenry Savings Bank has been serving the banking needs of the residents of McHenry County, Illinois since 1955. McHenry Savings is a full service financial institution with a complete line of deposit and loan products. With five banking locations and over 100 full-time employees, McHenry Savings provides customers with personal and business loans, refinancing, free checking, home equity loans, mortgages, 24-hour online banking and much more.

With more than 100 desktop PCs distributed across five branch locations and an information technology (IT) department of only two employees, the IT staff at McHenry Savings found themselves spending a large amount of time traveling between branches to troubleshoot, fix and replace PC hardware and software. In addition, the desktops being used by McHenry were becoming outdated, requiring more maintenance and support than IT could manage.

Why Pano?

Derek Niedermayer, network support supervisor at McHenry Savings Bank, first heard of Pano Logic and saw the Pano devices at VMworld in September 2007. After exploring thin client solutions, Niedermayer and Bryan Nash, senior vice president of IT at McHenry Savings Bank, selected Pano Logic. McHenry Savings purchased 109 Pano devices and began deploying them in August 2008 in all of their branch offices.

“After reviewing the proposal to move from our traditional PCs to virtualized desktops, Derek and I realized the incredible benefits that Pano’s approach could bring to our company,” said Nash. “After comparing it with other desktop virtualization solutions, we chose Pano because it was stateless and wouldn’t require an additional software license. Its lack of CPU, memory and drivers on the client side reduced complexity and power costs significantly compared to thin clients from companies such as Wyse. In addition, one of the main reasons we chose Pano was due to the versatility of the device. Financial institutions use serial printers which are not supported by most other virtual desktop solutions but we were able to make it work with the Pano solution.”

“Virtualization has worked well for us at the server level and we were eager to see it provide benefits for our desktops,” said Niedermayer. “There were many features that attracted me to the Pano device. Two of the main ones are that it was the most cost-effective solution on the market, and it easily integrated with our existing virtualization infrastructure.”

Pano Help Reduce Energy and Management Overhead

The first major benefit of the Pano virtual desktops, and a contributing factor in the decision to deploy them, is the cost-savings McHenry Savings experienced. The Pano devices significantly reduce electricity costs as they consume only three watts at the desktop, compared to up to 250 watts consumed by a traditional PC. McHenry Savings estimated that the Pano devices will save them an estimated \$23,000 dollars in electricity costs over the next three years.

Another benefit that McHenry Savings has experienced with the Pano solution is the time saved through centralized management. Prior to deploying Pano virtual desktops, it took an entire day to build a traditional PC for a user. Now, IT is able to provision a desktop from scratch with all of the necessary customizations in only a few minutes. In addition, the IT department no longer has to travel to each branch when a computer stops working. Instead, they can easily provision a new virtual machine from the central data center.

“Pano virtual desktops have significantly decreased my workload and made it easier for me to implement software changes and updates,” noted Niedermayer. “I used to drive between McHenry locations that were a half-hour apart or more, depending on what the weather was like. Now, I am able to access the virtual desktop directly, from any location, and fix the problem while the user is still online.”

High End-User Satisfaction with Pano Devices

Prior to deploying the Pano solution, employees at McHenry Savings found themselves with limited desktop workspace after accommodating large desktop PCs. At only 3.5 by 3.5 inches square by 2 inches high, Pano devices have dramatically increased employees’ usable workspace.

“Our employees love the small-size of Pano devices because the small, sleek, square box has all of the capabilities of a PC without the space-hogging of traditional desktop computers, which is extremely appealing to our users,” said Niedermayer. “Additionally, our users have been up and running quickly, and have benefited from the fact that the Pano

devices just work and don't require the same amount of maintenance as PCs."

Since deploying the Pano solution, McHenry Savings users have not noticed any operational differences between using Pano virtual desktops and their previous traditional desktop computers, and required no training.

"It is often a concern that when new technologies are adopted users will have trouble adjusting or the company will need to provide training for the device," said Nash. "With the Pano solution, users are able to access their desktop by logging in with their username and password just like with their PC, so they have been comfortable from the first day of using the device. In fact, the employees who do not yet have a Pano device are asking me, 'when do I get mine?'"

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— Bryan Nash, SVP of
Information Technology at
McHenry Savings Bank

The Future of Patching and Pano

Along with continuing to roll out additional virtual desktops, McHenry plans to implement automatic and centralized patch management to save employee time and increase IT

productivity by automatically deploying OS and application patches at night – something made much easier with centralized virtual desktops. Currently, the IT staff has to roll out updates during the day and requires users to stop their work while they take place.

"As we continue our deployment of the Pano devices, we look forward to realizing additional

savings on power, improving management and increasing user and IT staff productivity," noted Niedermayer. "We also look forward to future Pano updates and continuing our relationship with the company, as the support and customer service from Pano has been great."