

EDUCATIONAL IT SERVICES PROVIDER RELIES ON GO-GLOBAL FOR WEB-ENABLED ACCESS BY 50,000 USERS.



ACS Switches from Citrix to GraphOn Due to GO-Global's Superior Performance, Easier Deployment, and Lower Cost.

Customer Solution at a Glance

Company Profile: ACS is an educational IT services provider based in Macon, Georgia.

Business Need: ACS needed a thin-client, server-based computing solution that was easier to use and less costly than Citrix Presentation Server.

GraphOn Solution: ACS deployed GraphOn's GO-Global® for Windows software, providing easy application access for upwards of 50,000 worldwide users.

Results:

- Increased performance
- Less server and bandwidth overhead
- Simpler deployment and support
- 40% cost savings vs. Citrix
- Improved server-based security
- Increased user satisfaction

ACS Inc. markets its server-centric computing services to kindergarten through college-level schools (K-20) and software companies that operate in the educational sphere. The company also offers technology transfers concerning properly maintaining server-centric computing environments, as well as private branding of their educational services.

Previously, ACS had been using Citrix Presentation Server to provide server-based applications access to its worldwide customer base. However, pricing, performance, and support issues dictated a new approach.

After evaluating a number of alternative solutions and performing proof-of-concept benchmark tests, ACS selected GO-Global for Windows from GraphOn Corp.



Access to Applications Anywhere.

ACS Educational Services

“At ACS we provide safe and secure computing environments for educational facilities, as well as Web-enabling services to software vendors in the educational realm,” said Clark McNutt, Vice President of Sales at ACS. “We run Windows-based educational applications in our centralized environment which are accessed by our customers who use a wide range of desktop and laptop devices, including fat and thin clients, Macs, Linux PCs, and Windows PCs.”

Citrix Experience

Prior to deploying their new GO-Global solution, ACS had been relying on Citrix Presentation Server for centralized application access.

“We discovered that Citrix is not really priced properly for our market,” explained McNutt. “What’s more, we found Citrix to be too complex and difficult to support. GO-Global, on the other hand, has given

us exactly what we needed. Together with our configuration which eliminates single points of failure and provides server-side utilities, we now have what we feel is the perfect solution.”

With GO-Global, ACS now has a fast, simple, and affordable information delivery solution that provides instant access to centrally-running applications from any location, platform, and operating system – all without the complexities inherent in Citrix or Microsoft Windows Terminal Services (WTS),

“A GO-Global Web-enabled application simply blows away HTML browser-based Web apps for speed.”

Clark McNutt
VP of Sales, ACS

“We have currently deployed 6,000 GO-Global licenses which can be shared among our user base. In terms of total costs, GO-Global has saved us about 40% over Citrix’s per-seat licensing requirements.”

GO-Global in Action

Applications deployed by ACS through GO-Global can now be accessed from any authorized client device. The published applications are seamlessly integrated with the user’s desktop. Although applications are installed on the server, they look, feel and perform as if installed locally on the client device. Applications are accessed in their native format, with 100% of their existing features and functionality.

Unlike Citrix and WTS which uses the RDP protocol, GO-Global uses GraphOn’s patented RXP protocol which is much faster and offers greatly improved data compression. The result is near LAN-like performance, even over high latency dial-up lines and Internet connections.

The Bottom Line

“With GO-Global, we’ve increased our performance, reduced our server and bandwidth requirements, and simplified deployment and support,” concluded McNutt. “We plan to continue to build our future around GO-Global.”



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5400 Soquel Avenue, Suite A-2
Santa Cruz, California 95062 USA
1.800.GRAPHON or 603.225.3525
Fax: 831.475.3017 • Email: sales@graphon.com
Europe: +44.1344.668534

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ACS Infrastructure

Server Farms: ACS operates secure server farms anywhere from 3 to 50 servers, typically using HP servers running Windows Server 2003.

Typical Server Configuration:

A dual-processor HP server running GO-Global server software supports 50 to 70 users depending on the particular application.

Published Applications: Several different Windows-based student information systems plus a financial package for K-20 schools.

Clients: 50,000 clients total, with 6,000 concurrent GO-Global licenses. Full range of clients, including Macs, Linux PCs, and Windows PCs.

Evaluation and Proof of Concept

In addition to GO-Global, ACS also evaluated alternatives such as Ardenne, XenSource, and Tarentella. The company performed a proof-of-concept benchmark test prior to making the final decision.

“From our initial tests, it was immediately apparent that GO-Global was much faster and easier to use than Citrix,” said McNutt.

Final Solution Results in 40% Savings

“We have close to 50,000 users worldwide, so GraphOn’s concurrent licensing model was ideal for our needs,” said McNutt.