CASE STUDY

≫ Évreux Portes de Normandie ≪

ABOUT THE CUSTOMER

Évreux Portes de Normandie (EPN) is the *communauté d'agglomération*, an inter-communal organization, centered in the city of Évreux. It is located in the Eure department, in the Normandy region, Northern France. It was created on 1 January 2017 by the merger of the former Communauté d'agglomération d'Évreux and the Communauté de communes La porte normande. On 1 January 2018, it was expanded to 12 communes. Its population was 116,341 in 2015, of which 52,168 are in Évreux proper.

Portes de Normandie came to Stratodesk software by way of our French reseller, CONTINUUM Technologies. IT Manager, Brunel Gilles, at Evreux is responsible for Portes de Normandie's extensive IT infrastructure.

CONTINUUM Technologies is a French based company and Stratodesk reseller that specializes in virtualization solutions. CONTINUUM helps their customers transition to the end user computing space by leveraging cutting edge technology and hyper converged infrastructures.

A few facts about CONTINUUM and Stratodesk's relationship:

- NoTouch Desktop is one of the most requested products from CONTINUUM.

- CONTINUUM customers love Stratodesk's price to performance ratio, especially when compared to competing solutions.

- Additionally, CONTINUUM customers appreciate VMware and Citrix Clients, HCL certification, Raspberry Pi compatibility and performance, ease of use with NoTouch Center, the frequent updates made to the platform and its easy roll-back.

Portes de Normandie came to CONTINUUM Technologies originally because they needed a solution that was capable of managing a complex and unique VDI environment. Within their RDS Farm environment, Gilles needed a solution that was able to leverage Raspberry Pi devices. He wanted to run them on touch screen touch boxes so that people who have citizen cards could access specific services and gifts.

Additionally, Gilles required a solution capable of configuring all endpoints from one location, as these Raspberry Pi devices are spread out across many locations throughout Evreux.

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ÉVREUX
PORTES DE NORMANDIE

THE CHALLENGE

Several obstacles existed between Gilles and his ideal Raspberry Pi deployment. These included:

A Lack of a Powerful Enough Operating System

First and foremost, Gilles needed a solution that could be deployed quickly and easily onto Raspberry Pi endpoints. Additionally, the software needed to be strong enough to deliver excellent customer experience to endpoint touch screens. It needed to be flexible to handle this challenging use case, while also ensuring complete and total security.

Because touch screens and Raspberry Pi devices are spread out across multiple sites, it's imperative that those devices do not store important and vital information. Gilles needed a solution that could securely deliver virtual desktops to a tiny, low cost motherboard. A very daunting task, indeed. What's more, these endpoints needed to not store any information on them at all. If the endpoint device was compromised, it would then be a potential security risk for the entire organization.

Central Administration Was a Must

It wasn't enough, however, to only have a solution that could deploy easily and effectively onto Raspberry Pi endpoints. It was also entirely necessary that these Raspberry Pi endpoints be managed from one central and secure location. Gilles could not spend IT hours and budget on sending professionals to each and every location where endpoint devices were present to set up and configure devices. What's more, he needed a solution that could keep his devices configured and up-to-date with current and future IT configurations. In many cases, the endpoint device need to be updated automatically from the moment they were set up at a remote location.

Rudimentary Deployment Options

With hundreds of endpoints at different locations throughout the community, having a solution in place that could quickly and securely deploy operating systems onto endpoints was also a necessity. Gilles could not afford to waste precious resources on updating and deploying operating systems like Windows on each and every device. He needed a solution that could quickly deploy onto all of his Raspberry Pis and Lenovo desktops. This was an absolute must.
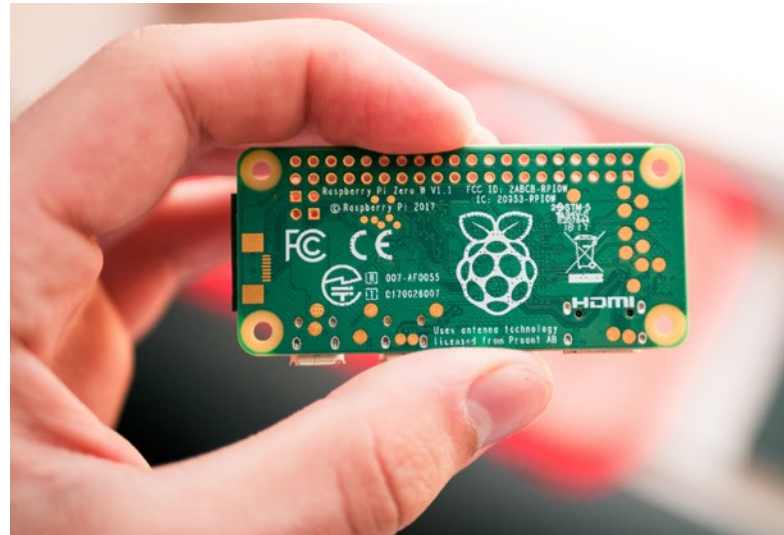
A Collection of Disparate Devices

As if these demands were not already high enough, as shown above, Evreux's digital perimeter included mixed devices. In addition to Raspberry Pi 3s, for example, Evreux also uses the cutting edge and recently released Raspberry Pi 4. For this reason, Gilles required a solution that could manage across platforms, including both x86 and ARM/Raspberry Pi based devices. This is because in addition to using Raspberry Pis, Gilles has many Lenovo Desktop devices that needed to be converted with a powerful, secure OS.

It seemed that no single management or operating system software on the planet could meet this long list of specific and tailored IT requirements.

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THE SOLUTION

Enter Stratodesk Software to Save the Day

Ultimately, Stratodesk software was the only end-to-end software solution capable of handling EPN's many needs. Stratodesk NoTouch Desktop is capable of deploying onto endpoint devices bare metal, transforming them into powerful and secure, NoTouch Thin Clients and manages them from the convenience of one, central location. It works with both x86 and ARM based devices and ensures the security of your digital perimeter by making sure no confidential data is housed on the endpoint device.

The World's Most Powerful, Linux-based Thin Client OS

Stratodesk NoTouch OS is linux based and deploys onto endpoint devices bare metal. Because it is Linux based, it does not store any confidential information. This means that in the event that one of Gilles's devices is lost, stolen or damaged, no vital corporate information can be taken from the compromised device. What's more, the solution is able to prevent third party applications, and anything else that the system administrator does not want to allow on the device – which makes it perfect for scenarios like the one Gilles was trying to solve.

He needed his endpoints to only perform very specific functions. In areas where a wider variety of uses is necessary, Gilles can also open those endpoints up to enable more use cases, while also limiting his touchscreen-tied Raspberry Pi endpoint devices.

What's more, Stratodesk NoTouch OS performs spectacularly on both Raspberry Pi based devices and x86 devices –just about the only solution on the market that can claim to do so. It even announced day one support for the next generation endpoint device, the Raspberry Pi 4, which is faster than any previous Raspberry Pi model, and comes complete with convenient add-ons like Dual View support.

> "We choose Stratodesk for the simplicity of use and the maximization of configuration" – Brunel Gilles

Stratodesk NoTouch Desktop Enables Centralized Endpoint Administration

Stratodesk NoTouch Desktop is comprised of not only NoTouch OS but also NoTouch Center. NoTouch Center is the advanced and complete endpoint management solution. It allows organizations to manage their entire secure digital perimeter of endpoint devices from the convenience of one location via one easy to use, browser-bases management center.

With NoTouch Center, Gilles is able to set specific roles per endpoint groups. For example, he can enable different settings for his Raspberry Pi 4 devices than his Lenovo Desktops. Equally as imperative for Gilles's IT goals, Stratodesk NoTouch Center is just as able to manage x86 Thin Client devices as it is able to manage Raspberry Pi based ones.

The savings and time benefits gained from the management solution is hard to overstate. No longer does the organization need to send an IT professional to every single endpoint device in order to update or patch it, or to make sure that it is up-to-date. Gilles can get a real-time tactical overview over all of his devices from the ease of his own office, and even can get an inside look at each and every peripheral device. He can then update them from his browser.

He can also set configuration settings from NoTouch Center, makings sure endpoints are automatically set with the configurations that he needs from the moment that they are connected to the environment.

Fast Deployment Options

Furthermore, Stratodesk software can be easily and effectively deployed onto endpoint devices. Many deployment options exist for endpoint devices, including PXE Boot, MSI installer, as well as disk/USB installation. With Stratodesk software, "deployment is less than 5 minutes" says Gilles. When using Raspberry Pi devices that already have Stratodesk software preinstalled onto them, Gilles does not need an IT professional available where the endpoint is being installed. It simply needs to be plugged in, turned on, and with one firewall rule, Gilles can easily add new devices to his secure management center.

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THE FUTURE

Nicolas Ballet of CONTINUUM Technologies asserts that Evreux is just one of many customers who have realized the many advantages of Stratodesk software over the competition.

"NoTouch Center is a key differentiator from the competition" – says Nicolas. .
"Centralized management is mandatory when dealing with hundreds of devices or more. NoTouch Center's Save and Announce feature is instant and reliable."

In addition to NoTouch Center, Nicolas sites several more features and benefits customers can expect from Stratodesk software, including:

- **Price:** Stratodesk Raspberry Pi devices are popular and great thin client alternatives.

- **Performance:** a Stratodesk Raspberry Pi often outperforms competing, high-end Thin Clients. They also natively support full H.264 acceleration and provide official VMware and Citrix Clients.

- **Great performance** over VMware PCoIP and Blast Extreme protocols.

- **Regular updates** and the ability to easily roll-back.

- **Hardware independence:** Stratodesk is a 100% software-based solution.

Today, Evreux has hundreds of Stratodesk licenses in place across the community, and are ecstatic to be an ongoing, Stratodesk customer.

About Stratodesk

Stratodesk is redefining endpoint computing by delivering a single endpoint solution for VDI, DaaS and IoT markets. Today's enterprises are moving beyond traditional desktops towards smart workplaces where the diverse network of endpoint devices will create interoperability and compatibility issues without a single unified endpoint solution.

Stratodesk's cutting edge linux-based endpoint OS and management suite, NoTouch, is a next generation, hardware-agnostic solution that enables companies to cost-effectively manage their endpoints. Our solution works seamlessly across x86 and ARM based hardware products (including Raspberry Pi) to provide a unified platform for your endpoints. It also increases endpoint security, simplifies user experience and allows customers to maximize the benefits of existing desktop hardware (Laptops, Thin Clients, PCs and ARM devices) through PC Repurposing.