



## Dayton Superior Sees Concrete Benefits by Switching to a Virtual Desktop Solution with Guidance from VMware Professional Services

Dayton Superior worked with VMware Professional Services—including a VMware Dedicated Technical Account Manager—to design and deploy a virtual desktop infrastructure based on VMware Horizon™ 6 Enterprise Edition. The new infrastructure replaced a cumbersome, problematic, and aging terminal services solution. With VMware Horizon® 6 Enterprise Edition, Dayton Superior employees now enjoy the mobility, productivity, ease of printing, and flexibility they need to support the company's mission of providing superior products and innovation.

Founded in 1924 and headquartered in Dayton, Ohio, Dayton Superior is the leading North American provider of concrete accessories, chemicals, forming, and paving products for the non-residential construction industry. The company's portfolio includes more than 17,000 products, 13 U.S. manufacturing facilities, and a network of 15 distribution centers located in the U.S., Canada, Latin America, Australia, and China. Dayton Superior products are found on many of the world's most prominent civil infrastructure, institutional, and commercial construction projects.

### The Challenge

The new World Trade Center Towers. The Tappan Zee Bridge. The Panama Canal. The Amazon.com Fulfillment Center. The Dayton Superior story is indelibly linked with these and more than a million other structures around the world. To continue its heritage of quality and innovation, the increasingly mobile workforce at Dayton Superior needed to be able to access desktops and applications anywhere, anytime.

After more than 10 years of delivering desktops and applications via a terminal services solution, mobility wasn't the only missing capability for Dayton Superior. User demand was increasing in multiple ways for a more modern, flexible, and reliable solution. There were also some issues with the existing solution:

- Lack of mobile device support for accessing applications and data
- Lost productivity when terminal servers went down
- No easy way to enable custom desktops and applications
- Printing issues generated an average of 50 help desk tickets each week

### INDUSTRY

Manufacturing

### LOCATION

Miamisburg, Ohio

### KEY CHALLENGES

- Existing terminal services solution was slow, unreliable, and inflexible.
- Workforce couldn't access applications and data on the go on their mobile devices.
- Printing problems generated around 50 tickets per week.

### SOLUTION

VMware Professional Services, including a Dedicated TAM, helped to deploy virtual desktops via VMware Horizon 6 for greater mobility, productivity, customization, and reliability for its workforce.

### BUSINESS BENEFITS

- Reduced login time from 40 seconds to less than 10.
- Anytime, anywhere access to applications and secure data sharing.
- Eliminated printing problems to cut help desk workload by 50 tickets per week to zero.
- Streamlined provisioning and management of desktops and applications.

***“From design and planning to deployment, VMware Professional Services was extremely responsive and focused on our needs at all times. Plus our VMware Dedicated TAM guided us throughout the project and continues to help us with ongoing planning and implementation.”***

- Bobby Keller,  
Senior Systems Administrator,  
Dayton Superior

## VMWARE FOOTPRINT

- VMware Professional Services
- VMware Technical Account Manager (TAM)
- VMware Horizon 6 Enterprise Edition
- VMware vSphere Enterprise Plus
- AirWatch Content Locker
- VMware Education Services

## APPLICATIONS VIRTUALIZED

- Microsoft Windows 7
- Productivity applications
- CAD software
- Financial and accounting applications

## PLATFORM

- Cisco UCS

“We knew we needed to find a better way to support our mobile workforce and fix all the problems we’d been having with our terminal services deployment,” says Jarod Whitaker, senior systems administrator at Dayton Superior. “That’s why we turned to VMware.” A VMware vSphere® customer since 2007, Dayton Superior felt confident that a virtual desktop infrastructure (VDI) solution based on VMware Horizon 6 Enterprise Edition was the right answer for the company’s desktop needs.

## The Solution

The manufacturer turned to VMware Professional Services for both VMware Dedicated Technical Account Manager (TAM) services as well as technology consulting to help it design and deploy the virtual desktop solution and provide ongoing technical guidance and coordination.

With the help of the TAM, Dayton Superior first conducted an in-depth proof-of-concept. After demonstrating the viability of the solution, VMware Professional Services built the production environment for VDI and implemented redundancy for business continuity.

Over the course of five months, the new virtualized desktops were rolled out to 35 Dayton Superior locations. Today every employee who was using the terminal services solution has been converted to a virtual desktop delivered via Horizon 6 Enterprise Edition. In addition, a number of physical personal computers used by employees have been replaced with virtual desktops.

To enable users to easily copy and share data stored on their local devices, Dayton Superior deployed AirWatch® Secure Content Locker™. “With AirWatch Secure Content Locker, our users can save their data in their locker and access it from all their devices,” says Bobby Keller, senior systems administrator at Dayton Superior. “They can easily and securely share data with people outside of the company without having to resort to using FTP or Dropbox.”

## Business Benefits

The virtual desktop deployment was a huge success for both the Dayton Superior IT organization and the Dayton Superior workforce. “Our users are very happy,” says Whitaker. “With VMware, they can get one-off applications, run Chrome on their desktops, print without a problem, and work from home or anywhere.” Log-in times are much faster now—less than 10 seconds compared to 40 seconds or longer with the previous solution. Reliability is greatly improved with users no longer impacted every time a terminal server would go down. Dayton Superior’s workforce can now be truly mobile, leaving their laptops behind and accessing everything they need to be productive from their mobile devices.

For the IT organization and the help desk in particular, the virtual desktop deployment resulted in faster provisioning and easier management of desktops as well as reduced costs. “With VMware, we don’t have to give everyone who needs custom applications a physical desktop anymore,” says Whitaker. The disaster recovery footprint is smaller as well, which lowers operating costs for the manufacturer. Help Desk volume decreased dramatically as the number of trouble tickets went from 50 per week to nearly zero.

Dayton Superior credits VMware Professional Services with helping the company achieve success within a short amount of time. “From design and planning to deployment, VMware Professional Services was extremely responsive and focused on our needs at all times,” says Keller. “Plus our VMware Dedicated TAM guided us throughout the project and continues to help us with ongoing planning and implementation.”

## Looking Ahead

Next up for the Dayton Superior IT team together with its VMware Dedicated TAM is to focus on deploying a new disaster recovery (DR) strategy, one that would replace replicating one-third of Dayton Superior's workloads to an off-site data center. The new solution would take advantage of VMware vCloud® Air™ to replicate all workloads while reducing costs, improving scalability, and increasing flexibility. Using the cloud for DR would also enable Dayton Superior to eliminate its tape-based archival system.

