

## Wyse Updates Thin Client Management with Windows Embedded Device Manager 2011



### Centralized Enterprise Management of PCs, Servers and Devices from a Single Console

As a global leader in cloud client computing, Wyse Technology is always looking for new ways to improve the customer experience, reduce management costs, and differentiate its products. Wyse recently integrated Windows Embedded Device Manager 2011 into its thin client portfolio, enabling IT administrators to conveniently manage Windows Embedded devices from a single console, along with all their other computing systems like PCs, servers, and datacenters.

#### Situation

Wyse Technology continues to be the worldwide leader in enterprise devices (terminal clients + thin clients combined), as recently confirmed by IDC<sup>1</sup>. Wyse has shipped more than 20 million units of thin, zero, and cloud PC client solutions with advanced management, desktop virtualization, and cloud software.

"The cloud computing trend is driving enterprises and other organizations to adopt thin computing at an accelerated pace," says Jigar Shah, Product Manager, Wyse Technology. "Due to our customer-focused cloud client computing innovation, Wyse solutions reduce the overall cost and complexity of VDI and cloud computing."

Many of the thin clients sold by Wyse run the Windows Embedded Standard operating system (OS). A large segment of the customers who purchase these devices are using Microsoft System Center Configuration Manager 2007 in their current IT environments.

System Center Configuration Manager assesses, deploys, and updates servers,

client computers, and devices across physical, virtual, distributed, and mobile environments. It is optimized for Windows and tightly integrated with Windows 7.

Embedded devices, however, are typically task-specific and present unique deployment, maintenance, and service challenges for IT organizations. The technical challenge for Microsoft and Wyse was how to enable IT departments to use a single System Center Configuration Manager console for managing all their computing systems, including thin clients running Windows Embedded.

"Windows Embedded thin clients benefit from sophisticated management, which makes them easily adaptable to changes within their environment," states Andre Beuchat, Microsoft Alliance Manager, Wyse Technology. "Windows Embedded devices have similar management needs as servers and PCs, such as security updates and new policy settings, so IT administrators don't want multiple management solutions. They

**Company:** Wyse Technology

**Web Site:** <http://wyse.com>

**Country or Region:** United States

**Industry:** High Tech and Electronics Manufacturing

#### Company Profile

Wyse Technology enables leading private, public, hybrid, and government cloud implementations worldwide. Over 200 million people interact with their products each day.

#### Software and Services

- Microsoft System Center Configuration Manager 2007
- Windows Embedded Device Manager 2011

#### Hardware

- Wyse thin clients

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[www.microsoft.com/embedded](http://www.microsoft.com/embedded)

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**Jigar Shah, Product Manager, Wyse Technology**

<sup>1</sup>Source: IDC, Worldwide Enterprise Client Devices Tracker, Q1 2011 Results, May 2011. Taxonomy note: Enterprise Client Devices = Thin Clients + Terminal Clients.

want a single console that manages every type of device.”

“IT departments are seeing a proliferation of embedded devices like thin clients growing at a high rate thanks to trends like cloud computing and desktop virtualization,” adds Shah. “We wanted to simplify management of these devices for customers using the System Center Configuration Manager console.”

## Solution

Microsoft has introduced Windows Embedded Device Manager 2011, which extends the capabilities of System Center Configuration Manager to fully manage devices running Windows Embedded operating systems. Now enterprises can deploy, assess, and update Windows Embedded devices – specifically thin clients, point of service, kiosks, and digital signage.

Wyse recently integrated Windows Embedded Device Manager 2011 into its thin client portfolio, with general availability expected in the second half of calendar 2011.

“Wyse customers who want a single management solution to manage servers, PC’s, and embedded devices, including thin clients, can use Windows Embedded Device Manager with System Center Configuration Manager,” explains Shah.

Windows Embedded Device Manager also solves many of the administrative issues unique to embedded devices, such as the Write Filter, which redirects any changes to temporary storage, thereby ensuring the device’s permanent media is protected and maintained in its original imaged state. Windows Embedded Device Manager provides the ability to manage write filters so that packages deployed to embedded devices persist while maintaining device security.

## Benefits

For Wyse’s customers, Windows Embedded Device Manager provides IT administrators with useful, thin client-specific management functionalities such as Write Filter management, advanced asset information, and imaging support for Windows Embedded thin clients.

“The new capability with Windows Embedded Device Manager makes Wyse thin clients an even better value proposition because now IT staff need very little training to manage our thin clients built on Windows Embedded Standard,” Shah says.

Customers also gain new flexibility in how they can implement the Wyse imaging plug-in for Windows Embedded Device Manager.

“This new imaging plug-in can efficiently handle multiple imaging jobs and makes it easy to update the OS image of Wyse thin clients from a common System Center Configuration Manager user interface,” notes Shah.

In terms of security, Windows Embedded Device Manager helps IT meet their compliance requirements of having the latest components, patches, and applications so the embedded device is more secure.

For Wyse, the benefits of developing a plug-in for Windows Embedded Device Manager 2011 are more about flexibility and product differentiation.

“As a pioneer in thin client and cloud client computing Wyse has continued to offer customers flexibility in selecting the best thin clients that meet their needs,” says Beuchat. “Offering Windows Embedded Device Manager integration extends this same flexibility in managing the devices.”

Beuchat concludes: “Delivering a better customer experience for CIOs is not something you get with a small vendor. Wyse provides significant added value, and customers expect high-quality hardware. Because we do our homework with Microsoft, CIOs know they can feel safe with Wyse products.”

Keyword: Thin Client; Thin Client

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**Jigar Shah, Product Manager, Wyse Technology**