**DYNTEK**
DYNAMIC TECHNOLOGY SOLUTIONS

## Consumer Portfolio Services




Consumer Portfolio Services, Inc.

"Citrix solutions are making a major difference in the agility of our business, the productivity of our workforce and the efficiency of our IT team. Our strong, trusted relationship with DynTek will continue to serve CPS well as we implement XenMobile and evaluate other Citrix technologies down the road."

*Dan Badaluco*
*IT Manager,*
*Consumer Portfolio Services*

# Consumer Portfolio Services finds Citrix solutions from DynTek are right on the money

### PROFILE

Consumer Portfolio Services (CPS) is an independent specialty finance company that provides indirect automobile financing to people with past credit problems, low incomes or limited credit histories. The company maintains relationships with franchised auto dealers in 48 U.S. states. Based in Irvine, California, CPS has four branches and employs about 950 people.

### CHALLENGE

After the rebound from the U.S. housing market crash in 2008, which affected many consumers' credit histories, CPS experienced strong growth. The company tripled the size of its workforce, which today includes 100 telecommuters as well as many field reps who call on local auto dealerships across the country. The lean IT team, headed by IT Manager Dan Badaluco, faced challenges in supporting this rapidly growing, geographically distributed and increasingly mobile employee base. They included onboarding new hires more easily, managing and securing "bring your own" personal devices used by many employees, and giving executives on the go the freedom to work productively outside the corporate network.

CPS had used XenApp for many years to deliver a hosted, shared desktop of productivity apps and AS-400 client emulation software to employees. However, when the time came to upgrade the remaining PC users from Windows XP to Windows 7, Badaluco and his team seized the opportunity to adopt XenDesktop. He said, "We wanted to provide employees with personalized Windows 7 VDI desktops without the need (and manpower) for a traditional PC refresh. It made sense to expand on XenApp."

XenDesktop with FlexCast technology allows organizations to build a virtual desktop infrastructure that goes beyond simple VDI to deliver the right desktop and apps to each employee. It enables fully personalized desktops with all the security and simplicity of centralized management.

For this important virtualization project, CPS turned to its longstanding Citrix Solution Advisor, **DynTek**. "We've worked with DynTek for years — and never really considered another partner — because they support our strategy of using technology as a critical business enabler," Badaluco explained. "They come to us with popular new solutions we may not be aware of, and present all the facts to help us make an informed decision. Plus, they always do great work."

Donovan Pearman, principal architect, End Point Computing Solutions for DynTek, said, "We've helped Dan and his team enhance and expand their Citrix environment by leveraging our own, internal experience with Citrix solutions and the deep technical expertise of our Citrix consultants. We're pleased to support the company's success by proposing and implementing advanced technologies."

## Key Benefits

- Provides a personalized VDI desktop on demand

- Increases productivity of executives, staff and IT

- Supports secure workforce mobility, including BYOD

- Enables business growth with faster employee onboarding

- Avoids hardware costs of migration to Windows 7

"It's been a rewarding experience to serve as a trusted advisor to CPS over many years. We admire and share the company's emphasis on technology innovation — not for its own sake, but for the high value it can bring to the organization."

*Donovan Pearman*
*Principal Architect,*
*End Point Computing Solutions*
*DynTek Services, Inc.*

## DYNTEK
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### CONTACT US

DynTek Services, Inc.
4440 Von Karman, Suite 200
Newport Beach, CA 92660
(949) 271-6700
www.dyntek.com

**marketing@dyntek.com**

## SOLUTION

CPS and DynTek implemented XenDesktop with personal v-Disk technology to deliver VDI desktops to managers and staff. "Instead of buying several hundred new PCs to support Windows 7, we implemented Dell Wyse thin clients, which are less expensive and have a much longer refresh cycle," Badaluco said. Both XenApp and XenDesktop virtual machines run on XenServer, and the NetScaler Gateway component of NetScaler provides secure desktop access over the network.

To enhance desktop performance over the WAN for employees at its four branches, CPS relies on CloudBridge. "With our data center in California and offices as far away as Florida and Virginia, our employees need the optimization that CloudBridge provides. When there was an outage, employees noticed a considerable difference in system response times and performance."

After the XenDesktop project was completed, Badaluco turned his attention to mobility management. "Although the company doesn't issue mobile devices, we allow people to use their own tablets and smartphones for work. Over the past year, more people have showed up at my door saying, 'I just bought this and I want to get my company email on it.' I became concerned about data security on these devices, especially in view of all the security policies and procedures we're creating. Also, people were using unsecured consumer apps such as Dropbox for sharing files. Things were getting a bit out of hand."

DynTek conducted a successful proof of concept for XenMobile Enterprise, which integrates mobile device and app management, secure file sharing, a unified app store and mobile productivity apps. Badaluco said, "We tried some of the Worx apps, including WorxMail and WorxWeb, and got approval from senior management to implement them. Eventually, we may take away people's ability to use native apps for corporate email on their BYO devices and replace the access with WorxMail, which provides a sandboxed environment." Similarly, the adoption of ShareFile, which is integrated with XenMobile, will strengthen security and control for file and data sharing.

## RESULTS

A key benefit that Badaluco expects to gain from XenMobile is enhanced executive productivity. "We run a SharePoint environment that sends out emails with embedded links to a form or document that needs approval. However, these links are only useful within our internal network. Executives with mobile devices want to be able to take action quickly. With the application-specific micro-VPN technology behind WorxMail, they will be able to respond to these SharePoint emails without having to log onto their desktop." This micro-VPN technology is also featured in the WorxWeb mobile browser for secure connectivity to intranet sites.

Similarly, the IT team is enjoying higher productivity and efficiency from the centrally managed Citrix environment. "Because of our strong growth, we are adding new employees at a rapid pace. Citrix virtualization makes it much easier to prepare a new user. We have mirrored virtual machines ready to go, instead of having to set up a desktop from scratch or use special imaging tools. This capability speeds up desktop deployment and cuts down on our team's workload."

Badaluco continued, "I also appreciate the ability to have people move around to different cubicles and resume their virtual desktop from wherever they are. CPS teams like to mix things up, and people are constantly being reassigned to different desks. In the old days, we had to physically move equipment. Now, we don't even need to get involved. This is a major benefit, considering our light IT staff."