



ThinKiosk enables EZ MSP to deliver secure, compliant, and cost-effective end user computing.

CUSTOMER

EZ MSP

SECTOR

Managed Services

REGION

USA

SEATS DEPLOYED

600

WEBSITE

<https://www.ezmsp.com/>

THE CHALLENGES

- Deliver innovative solutions that differentiate them from competitors.
- Lower customer costs.
- Achieve 100% deployment.
- Offer enhanced flexibility.
- Meet compliance requirements.

THE THINKIOK SOLUTION

- Delivers a dynamic secure and compliant thin client environment.
- Software-defined thin clients offer enhanced flexibility for IT and end users.
- Reduces time, cost, and complexity of client management.
- Supports both local and remote apps.

BACKGROUND

EZ MSP is a US-based, managed IT services provider focused on the healthcare, professional services, and real estate markets.

With seventeen employees currently, EZ MSP is headquartered at Yonkers, NY and operates their 24.x7 NOC out of their datacenter in Hawthorne, NY.

EZ MSP offers customers high touch, enterprise-grade IT services at flat monthly rates to deliver an experience that is as close to the customer's in-house IT as possible.

THE CHALLENGES

As a managed services provider, EZ MSP differentiates itself through the innovative solutions it offers customers.

Some of these solutions center around the challenges and costs associated with delivering Citrix-based end user computing solutions.

While other managed services providers offer physical hardware-based thin client solutions to their customers, EZ MSP wanted to find a unique and innovative solution that would allow their customers to utilize their existing and legacy hardware, thereby saving them both time and money.

They also wanted to help their customers increase flexibility, meet compliance requirements and achieve 100% deployment.



SOFTWARE-DEFINED THIN CLIENTS



CENTRALIZED MANAGEMENT



LOWERING CUSTOMER COSTS

“ThinKiosk gives us the flexibility to tailor the deployment to the specific needs of the client while still standardizing on the same solution across the entire client base”

Jeffrey Hirth
Chief Operating Officer

THE SOLUTION

What is ThinKiosk?

ThinKiosk is a software-defined, Windows-based, enterprise ready PC to thin client conversion solution.

It enables any Windows-based endpoint device to be repurposed into a centrally managed, secure, Windows-based thin client. For end users it delivers an intuitive and familiar-looking user interface with a secure workspace environment to access remote or local resources.

THE BENEFITS FOR EZ MSP CUSTOMERS

Securing end point data with ThinKiosk

In a typical customer deployment, ThinKiosk, as a Windows-based software solution, simply gets installed on the existing PC's and devices as part of a reimaging process on customers' current hardware. These devices oftentimes have no real data governance and so still have data stored locally.

Deploying ThinKiosk in these environments allows EZ MSP to 'grab' the end user experience away from being local, thereby securing the device and the data stored locally on it.

EZ MSP deploys ThinKiosk and then delivers Citrix components, thereby making any data on the local device invisible to the end user. This makes it very easy to work out what is critical and important to maintain, and therefore help meet compliance requirements.

The same is true for apps. If an end user has a local app that is important as part of their job then this will easily be highlighted, helping IT to manage their software assets and licensing.

With the ability to deliver a standardized and unified end user experience to their customers using ThinKiosk, EZ MSP now has a way to identify critical data and apps ready for migration, which in turn has led to new projects, especially for customers that work in security and data governance.



LOCAL & REMOTE APPS



MULTI TENANCY



HIPAA COMPLIANCE

THE BENEFITS FOR EZ MSP CUSTOMERS

Delivering standard images & profiles for app delivery

ThinKiosk delivers the flexibility to either temporarily or permanently deploy an app to a desktop during a migration so there is no disruption to the end user.

This feature is invaluable when publishing apps, as you only publish the app to a machine already running it. This allows EZ MSP to create a single golden profile for their customers containing everything that users need, resulting in simplified device management.

Customizable and easy to support multi tenancy

ThinKiosk can be customized so that it is tailored to the customer, but for the EZ MSP IT support team they have exactly the same support mechanisms in place. This means they only need to be trained once and can manage multiple customers with individual customizations using a single toolset.

The goal for EZ MSP is to achieve 100% deployment for its customers. This can easily be achieved with ThinKiosk as it enables a hybrid approach to client computing allowing apps to be deployed locally when they won't run in Citrix.

Simplified deployment and end user onboarding

As ThinKiosk is a Windows-based software solution it is quickly and easily deployed to the end user's device. To simplify the deployment process even further, EZ MSP created automated scripts to deploy the ThinKiosk software rather than having to use a manual process and are able to use customers' existing and standard deployment tools.

IN SUMMARY

With the flexibility that ThinKiosk delivers, EZ MSP enable their customers to seamlessly move to VDI, meet stringent compliance regulations, and lower the cost and support overheads. This allows EZ MSP to differentiate and innovate in a competitive market.

“ From a HIPAA data integrity perspective, once data and apps have been identified on a local PC device then we can plan next steps. Whether that's a migration or simply backing up the data. ”

Moshe Birnbaum
Chief Client Officer