

Universidad Francisco Marroquín reduces desktop administration time by 80% with Dell On-Demand Desktop Streaming solution



- Desktop/Laptop Refresh
- Flexible Computing



"The Dell solutions help us improve our service infrastructure, as well as the data transmission speed through the network."

Juan Carlos López Villatoro, Director of Advanced Technologies Center, Universidad Francisco Marroquín

Customer Profile

Company:	Universidad Francisco Marroquín
Industry:	Education
Country:	Guatemala
Students:	2,700
Faculty:	450
Staff:	250
Web:	www.ufm.edu

Business Need

Universidad Francisco Marroquín has needed several solutions since 1998, including centralized backup for its campus-wide video surveillance network, improved access to numerous applications for its computer lab and improved network performance.

Solution

The university purchased Dell™ EqualLogic™ iSCSI SAN storage, Dell PowerEdge™ servers, Dell OptiPlex™ Flex desktops, Dell Precision™ workstations, Dell Latitude™ notebooks and Dell PowerConnect™ 10GbE switches due to the quality of the technology, future roadmap, best prices against other brands and fast vendor response.



Benefits

- Lower costs due to high uptime, low failure rate
- 99.999% availability for Dell EqualLogic storage
- 80% decrease in desktop administration time with Dell On-Demand Desktop Streaming
- One-day setup of Dell EqualLogic storage

A prestigious institution that promotes the free market economy in Latin America and once named the finest university in the region by economist and Nobel laureate Milton Friedman, the Universidad Francisco Marroquín (UFM) was founded in Guatemala City in 1971 by engineer and businessman Manuel F. Ayau Córdón. UFM graduates were among the key architects of the 1996 deregulation of the Guatemalan telecommunications industry; now three-quarters of Guatemala's population has mobile phones, and the country has some of the lowest phone fees in Latin America.

"We have worked with Dell since 1998, and we are still working with Dell because of their quality of service and customer support, in addition to their prices and technology."

*Juan Carlos López Villatoro,
Director of Advanced
Technologies Center,
Universidad Francisco Marroquín*

The university has chosen to partner with Dell as a primary vendor and solution provider. "We have worked with Dell since 1998, and still do because of their quality of service and customer support, in addition to their prices and technology," says Juan Carlos López Villatoro, director of Advanced Technologies Center, Universidad Francisco Marroquín.

When the university needed a backup solution for video files from 50 cameras located throughout the campus using IP technology, it evaluated available solutions from several suppliers. The cameras would be capturing video and sending it to a surveillance video server via a network. Given the significant

Technology at Work

Hardware

Dell™ EqualLogic™ PS6500E iSCSI SAN

Dell Latitude™ E6400, E6300, D830, D800, D630, D600 laptops

Dell OptiPlex™ FX160 Flex desktops with Intel Atom™ processors

Dell PowerConnect™ 6248P and 6224P Ethernet switches

Dell PowerEdge™ R710 servers with Intel® Xeon® 5500 series processors

Dell Precision™ T7500, T4500 workstations

Software

Citrix® Provisioning Server for Desktops™ Dell Edition

Microsoft® Windows® 7

number of individual files and the need to store them for at least one month, the university needed a centralized data storage solution that would require minimal management and handling overhead.

One-day storage setup

Dell bested competitors with the functional advantages of Dell EqualLogic iSCSI SANs. "We appreciated the remote replication capability that is provided without any additional licensing cost and the ability to grow in performance as we grow in capacity," says Lopez. The university decided to buy the Dell EqualLogic PS6500E model with a total raw capacity of 24 terabytes. Dell provided design and installation services through a Dell partner and systems consultant.

The implementation took place in record time, requiring only a single day to define the storage volumes and the network architecture.

"We were extremely satisfied with the speed of installation of the Dell EqualLogic storage," says Lopez. "The parameters were defined remotely by Dell, which allowed the university to perform

the implementation efficiently with support from the partner. And we've saved 36 percent on the total cost of ownership by not having to buy storage management software."

Saving on desktop administration

Another recent project with Dell technology was the implementation of an educational laboratory using Dell On-Demand Desktop Streaming technology. The university purchased 40 Dell OptiPlex FX160 Flex computers without hard drives and two Dell PowerEdge R710 servers with Intel Xeon 5500 series processors. Citrix Provisioning Server for Desktops Dell Edition sends the operating system through the network to the desktops.

"We've been saving 80 percent of desktop administration time," says Lopez.

Most recently, the university wanted to increase the fiber optic backbone of its network from 1Gbps to 10Gbps. "The company that gave us the best solution in the shortest time possible and at the best price was Dell," says Lopez. UFM

"Dell solutions enable us to lower our operating costs through better uptime and to maintain a high technological standard."

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purchased 18 Dell PowerConnect 6248P and 6224P series switches.

"The Dell solutions help us improve our service infrastructure, as well as the data transmission speed through the network. They also enable us to lower our operating costs through better uptime and

to maintain a high technological standard by using the most recent technologies such as On-Demand Desktop Streaming, EqualLogic storage, and cutting-edge servers, switches, desktops and laptops," says Lopez.



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