

# CASE STUDY-

## ANOTHER STRATODESK SUCCESS STORY



# » *NoTouch Desktop* «

## CLAL Group

“We save with NoTouch approximately 40 man-hours per week on eliminated maintenance issues alone.” Haim Inger , Manger of Technology, CLAL Group

### *The Client*

Clal Insurance Enterprises Holdings Ltd. (Clal Group) was established in 1987 as a provider of insurance and long-term savings, including non-life insurance, health insurance, pension and provident funds for private and corporate customers. Clal Group employs 4,000 people and works with 10,000 independent insurance brokers, effectively positioning Clal as one of Israel's leading insurance, pension, and financial services groups.

Clal Group holds a 15% market share of Israel's long-term savings market. The Group's pension funds manage assets worth over 41 Billion NIS (New Israeli Sheqel) for 500,000 members, while its provident funds manage 37 Billion NIS as of September 2014. Clal is also one of the leading non-life insurance companies in Israel, with an annual premium of 2.8 Billion NIS in 2013.

The company offers a wide range of insurance plans for private and corporate customers in the automotive, home and property, while professionally understanding the unique needs of its diverse customers.

The Clal Health Division manages annual premiums totaling 1.6 Billion NIS (in 2013). The company offers its customers diverse private health insurance plans, nursing insurance and travel insurance. Its private health insurance portfolio allows members to choose the right coverage for their needs, while providing appropriate pricing and professional assistance in accordance with the industry trends.

Canaf, the Clal group's investment arm, manages assets worth more than 160 Billion NIS as of September 2014, including members' pension funds, provident funds, insurance executives and also Clal's balance sheet assets and insurance reserves.



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### *The Challenge*

It is up to the 500 people employed in Clal Group's IT department to maintain a flexible and accessible, yet simultaneous highly secure network of VDI endpoints for Clal Group's VMware Horizon View infrastructure. With Windows 7 installed on all of the company's desktops, the Clal Group's IT staff resources were stretched thin with the tasks of performing regular antivirus maintenance, constant Windows patches, and recurring updates to the local OS images.

Additionally, as an insurance company, Clal Group faces strict regulation as determined by Israel's Ministry of Finance, which calls for the use of biometrics for authentication when working with sensitive information. This created an additional need for a secure endpoint solution for their VDI environment.

Haim Inger, Clal Group's Manager of Technology, sought out a solution to meet the Group's needs, both from a technical perspective and a financial perspective. Inger wanted to find a way to avoid maintaining Windows 7 on every desktop, without having to switch out his hardware with expensive thin clients. He also needed a solution that included a central management solution which would facilitate a lightning-fast rollout to the 1,500 Clal Group desktops that Inger was looking to repurpose.



### *The Stratodesk Solution*

Clal Group currently uses approximately 1,500 NoTouch Desktop licenses in their VMware Horizon View environment, spread across 5 physical locations using PCoIP. The Group's virtual desktop infrastructure hosts all of their core insurance applications, as well as general programs such as Microsoft Office, on a mix of Dell760 and Dell780 devices. When Inger or his team needs a new device,

they can choose to invest in an inexpensive desktop or thin client and install NoTouch for a full, robust end-user experience at a fraction of the cost. The intuitive NoTouch Center management solution allowed Inger to meet his goal of rapidly deploying the NoTouch solution to 1,500 desktops, and the total cost of NoTouch Desktop came out to be only 20% of the cost of alternatively switching to thin clients.

Inger states that the biggest advantages experienced since the implementation of NoTouch Desktop include a reduction of OS maintenance to almost zero, meaning less time spent on PC-related problems and less time spent on VDI issues caused by the local Windows OS. Additionally, repurposing Clal Group's existing PCs eliminates the need to purchase new hardware until it is truly necessary.



### *Summary and Future*

Haim Inger and Clal Group's IT team are extremely satisfied with their move to implement NoTouch Desktop, which effectively saves the IT staff both the time and the headache associated with maintaining Windows on each individual endpoint. Equally satisfied are Clal Group's budgeting and purchasing teams, as NoTouch Desktop saves Clal 80% of the cost of replacing their existing endpoints with thin clients.

*"The response times and the quality of support received from both Stratodesk sales and support engineering teams are unrivaled in the industry,"* said Haim Inger.

Inger is looking forward to expanding the Clal Group's VDI footprint in the near future, moving 2,500 endpoints currently running Windows locally over to the Group's VDI environment.

[www.stratodesk.com](http://www.stratodesk.com)  
contact@stratodesk.com  
415-946-4029  
201 Spear Street, Suite 1100  
San Francisco, CA 94105



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