

Low-cost computing for business

Microfinancer minimizes computing costs

Challenge

Provide additional workstations at a low cost to better serve a quickly growing customer base.

Solution

Install NComputing L-series virtual desktops at every counter and desk, creating more areas for customer service.

Impact

Reduced computing costs, simplified IT maintenance, and created a flexible and quickly expandable computing infrastructure that enables better customer service.

Partner

American Paging SRL, an NComputing partner, assisted in deploying the solution.

EDYFICAR is a Peruvian finance company with the mission of improving the quality of life for low-income people by giving them access to financial services. Since 1997, they have been providing a range of financial services to small businesses and the self-employed. Their services include insurance, savings accounts, credit lines, and loans ranging from S/.300-S/.15,000 (100-5000 USD). EDYFICAR currently operates in over 80 locations, services over 200,000 customers, and continues to grow.



Lines are shorter and tellers have access to computers at all times.

Long lines for small loans

The bank's rapid growth led to operational problems. In every location, EDYFICAR found long lines as people waited to complete transactions. At the same time, many employees were idle since they did not have access to a PC. To provide a high level of service to their customers, each employee needed computer access. Unfortunately, EDYFICAR could not afford to purchase a PC for every employee. This left Freddy Oscar Ramírez López, the Information Systems Operations Manager, charged with finding a more cost-efficient solution that could be quickly deployed. Mr. López's goal to provide each employee with computer access was complicated by the limited space in each office and teller station.

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FREDDY OSCAR RAMÍREZ LÓPEZ
INFORMATION SYSTEMS
OPERATIONS MANAGER
EDYFICAR

The NComputing L-series was brought to the attention of Mr. López as a low-cost solution that would be easy to deploy and maintain, would provide a secure computing experience, and would be compatible with EDYFICAR’s proprietary software. “I couldn’t believe that the NComputing solution could do all they said it would. I had to try it for myself,” stated Mr. López. He launched a pilot program, placing a number of L-series access devices at several branch locations.

Maximizing the investment in PCs

The NComputing solution is based on a simple fact: today’s PCs are so powerful that the vast majority of applications only use a small fraction of the computer’s capacity. NComputing’s virtualization software and hardware tap this unused capacity so that it can be simultaneously shared by multiple users.

Each user’s monitor, keyboard, and mouse connect to the shared computer through a small and very durable NComputing access device. The NComputing access device itself has no CPU, memory, or moving parts so it is rugged, durable, and easy to deploy and maintain. In addition, the L-series consumes only 5 watts of energy per added user, instead of 110 watts for a traditional PC.

During EDYFICAR’s pilot program, one PC powered seven additional users. Not only could users run traditional applications, but EDYFICAR’s proprietary banking software also ran flawlessly. In addition, the small size of the access device cleared valuable desk space.

The L-series free up capital

The pilot deployments were a complete success. “The support and installation was perfect,” explains Mr. Ramirez Lopez. The quick and easy deployments, as well as the reduction in space required, allowed EDYFICAR to catch up to its growing client base. “NComputing is the cleanest solution I have seen. I returned to my vendor and got enough units to install a workstation for each employee at every location,” stated Mr López

EDYFICAR saved over 50% on purchase costs, over 70% on maintenance, and 90% on electricity consumption. The cost savings and reduction in required maintenance has freed Mr. López and his staff to work on other projects that will continue to improve IT services at EDYFICAR. The bank now has a flexible and cost-efficient solution that allows them to grow with their customers.

