

*Low-cost computing for business*

# Call center rings up computer efficiency

## **Challenge**

*Dramatically lower computer maintenance and operating costs in South Korean call center.*

## **Solution**

*Deploy NComputing's L-series virtual desktops to extend the power of existing PCs to more users at lower cost and higher reliability.*

## **Impact**

*Saved more than 70% on computing costs, computer breakdowns have decreased, and data security and stability have increased noticeably. Saved on electricity costs as the NComputing L-series consumes just 5 watts of power each.*

## **Partner**

*Mustard Communication Co., Ltd., an NComputing partner in South Korea, supported the WiniaMando installation.*

WiniaMando is a large South Korean home appliance manufacturer with a mission to become a globally recognized brand. To maintain their unwavering dedication to customer satisfaction, they run their own business operations call center. In order to handle the many customer calls that they receive, each call center employee needs access to a PC. However, maintaining and supporting all of those desktops drained the company's resources. They spent too much time and money keeping the machines up and running.



*WiniaMando employees share the power of a single PC with the NComputing L-series.*

## **The costs of downtime**

"It was difficult to troubleshoot each employee's computer problem when the computers crashed, as there are many possible defects or errors. The maintenance cost is expensive," said Mr. Jeong, Deputy General Manager of the WiniaMando Call Center. "Our staff suffered from delays, losing efficiency, while we repaired the crashed systems."

Faced with these challenges, Mr. Jeong and his team searched for a solution that would increase reliability and at the same time lower their costs.

## “The NComputing

L-series is an economical and productive solution. The more we use them, the more efficient our computing environment becomes.”

MR. JEONG  
DEPUTY GENERAL MANAGER  
WINIAMANDO CALL CENTER

## Centralizing resources protects against data loss

The winning solution, which offered the unique combination of reliability and economy, was presented by Mustard Communication Co., Ltd., an NComputing reseller in South Korea. Mustard Communication knew that NComputing virtual desktops were just what the call center needed.

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 multiple users can simultaneously share it. Each user’s monitor, keyboard, and mouse connect to the shared PC through a small and very durable NComputing access device. The access device itself has no CPU, memory or moving parts like a PC so it is rugged, durable, and easy to deploy and maintain.

“The NComputing solution consumes 90% less power than normal desktop PCs and doesn’t emit much heat. This means that less air-conditioning is needed, which also reduces the required backup generator capacity. We knew it was just what WiniaMando needed as the acquisition costs are also significantly lower”, explained Mr. Chan-Ei Hong, President of Mustard Communication.

WiniaMando deployed the NComputing L-series, thereby avoiding high costs in replacing aging and unreliable PCs. By sharing the excess power of their desktops, WiniaMando leveraged the power of their PC investment. Having centralized their resources, maintenance and managing the risks of data loss became much easier.

## Productivity and comfort

NComputing had an immediate impact on productivity and comfort. Computer breakdown rates have dropped to one-tenth of what they had been.

“The NComputing L-series is an economical and productive solution. The more we use them, the more efficient our computing environment becomes. By managing fewer machines, I’m finding it much easier to handle things when machines crash. Each employee had to work at their assigned seat in the past. But now our colleagues can choose a seat freely and connect to the shared PC using their personal ID and password. The NComputing solution liberalizes work space and makes our environment more comfortable.” explained Mr. Jeong.

The WiniaMando staff is also happier now that they have more space on their desks. And an added bonus for employee and employer alike is the fact that the reduced noise and heat has made it easier for everyone to concentrate on their work and be productive.

