

The Customer

Hamilton Island is an exclusive, all-inclusive resort in Queensland, Australia with 1,200 employees fueling dozens of business units ranging from retail outlets and golf courses to airports, marinas, and medical centers. Associated with Hamilton Island are Robert Oatley Vineyards and Balmoral Group. Robert Oatley Vineyards is a fully supported wine and olive oil operation complete with bottling plant. Balmoral Group is an investment firm concentrated on financial and property investments along with specialised investments in equestrian activities, boat manufacturing, and racing.

The Situation

Shaun Scott is the Senior IT Architect for Hamilton Island, responsible for the support, implementation, and design of IT infrastructure. Needless to say, the scope of responsibilities for the island's IT department is impressive. Mr. Scott oversees physical and virtual IBM servers, mirrored SANs, over 50 software systems for many of the business units, and both desktop and laptop machines running Citrix XenApp, XenDesktop 5, or Wyse Terminals, as well as special application and system needs.

In order to properly run and manage such an extensive IT infrastructure, Mr. Scott needed a profile management solution that could help provide a "fast and consistent thin client, fat client, and virtual desktop with reliable application delivery."

The Solution

Mr. Scott chose triCerat's Simplify Suite because it included Simplify Profiles, a comprehensive hybrid profile solution, as well as a full desktop management system that provided print, lockdown, and CPU tools that proved well worth the nominally higher price tag. Software installation was "easy" and the resources previously spent on highly skilled Citrix/Terminal Server staff and training were no longer necessary.

Fitting the Bill With Room to Spare

The Simplify Suite achieved Mr. Scott's goal of providing a "very consistent" thin client desktop environment for Hamilton Island's expansive IT infrastructure. In addition, the Suite proved to be simple to use and manage, which was a great help in such a large and complex environment. The Simplify Console's drag and drop configuration allowed desktop configurations from printers to mapped drives to be managed across the board from a single location. "All objects are treated the same across each module, making the Simplify Suite consistent and dependable to use," stated Mr. Scott. Overall, the Simplify Suite was just what Hamilton Island needed to consolidate, simplify, and effectively manage their IT network.

"The Simplify Suite removes all the profile and GPO hassle out of any Windows server-based computing environment. The whole product is about delivering a consistent desktop experience in the simplest way possible. This is critical when you have resource and budget restrictions."

-Shaun Scott, Senior IT Architect



HAMILTON ISLAND
GREAT BARRIER REEF AUSTRALIA

Tech Specs

- Dozens of business units with one IT infrastructure
- 1,200 employees
- Physical and virtual servers
- Over 50 software systems
- Desktop and laptop machines running:
 - Citrix XenApp & XenDesktop 5
 - Wyse Terminals
 - Business specific apps

The Need

- A profile management solution able to deliver an efficient and consistent thin client desktop and application delivery environment.