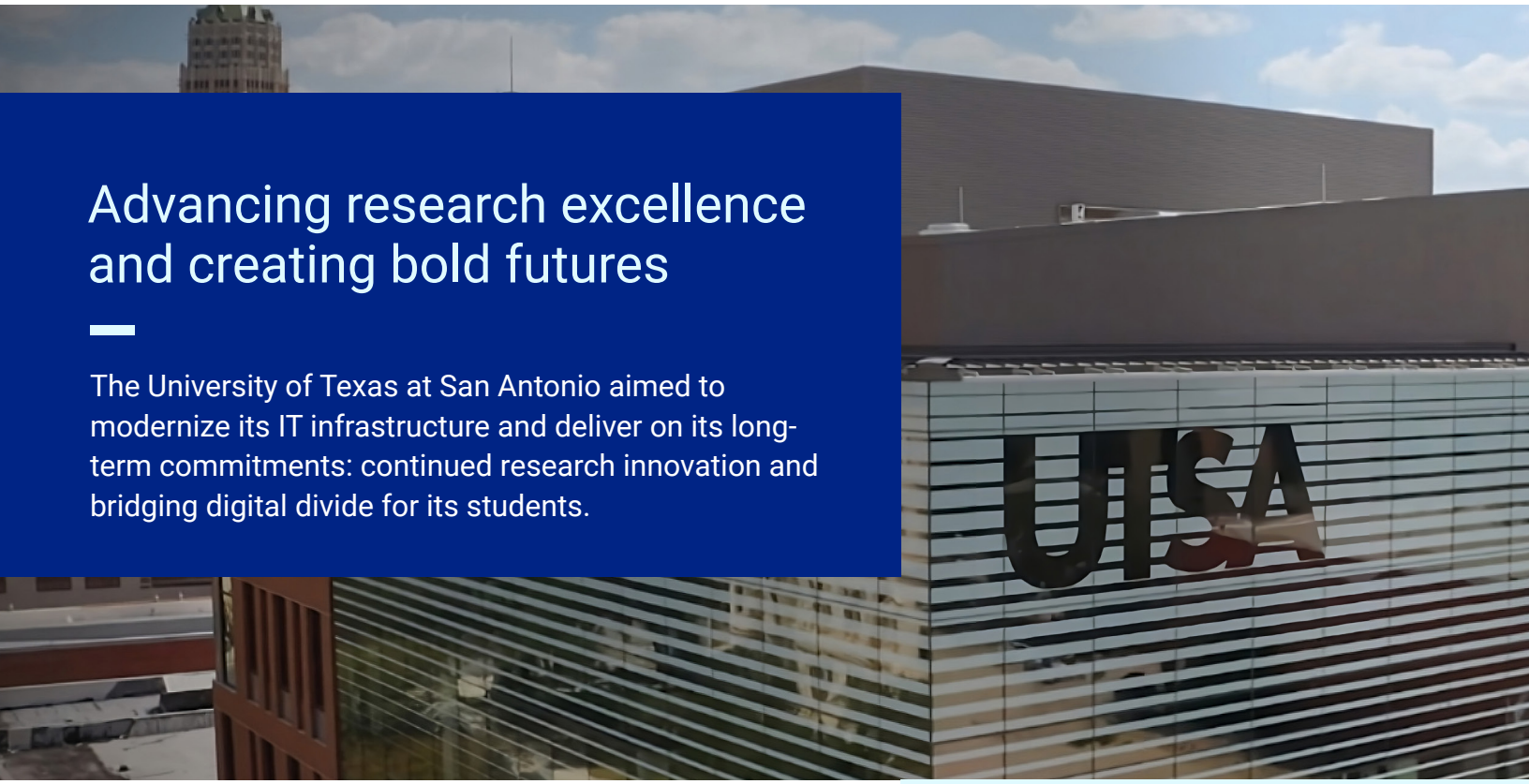
DELL Technologies

THE UNIVERSITY OF TEXAS AT SAN ANTONIO
EDUCATION, USA

UTSA



Advancing research excellence and creating bold futures

The University of Texas at San Antonio aimed to modernize its IT infrastructure and deliver on its long-term commitments: continued research innovation and bridging digital divide for its students.

Business needs

The University of Texas at San Antonio needed to enable secure, remote access to applications and data for staff and students. This virtual infrastructure solution had to accommodate a range of hardware requirements so that students could study without computing or financial limitation.

Business results

- Removed social barriers by delivering a consistent digital experience that students could connect to anywhere, anytime
- Delivered efficiency benefits through a scalable, agile solution that supported the university's growing needs
- Automated management and orchestration so that the IT team could focus on innovation and evolving research demands
- Secured infrastructure within a zero-trust environment, with flexibility to support activities such as onboarding
- Enabled students to study on affordable personal devices with zero impact on performance

Solutions at a glance

- Dell Virtual Desktop Infrastructure
- Dell OptiPlex 3000 Thin Client with Dell ThinOS and Wyse Management Suite Pro edition
- Dell OptiPlex All-in-One with Dell ThinOS and Wyse Management Suite Pro edition

DELL Technologies

"Our goal is to provide knowledge and not have the students incur a lot of debt in the process."

Raymond Piller,
Associate Director of Endpoint Solutions Engineering at UTSA

Proudly supporting Texas and its communities.

Founded in 1969, the University of Texas at San Antonio (UTSA) is a Tier One research institution with 35,000 students across five campuses. It aims to deliver high-quality educational opportunities to students from all socio-economic backgrounds: 43% of its students are first-generation undergraduates, while it's one of just 20 U.S. universities designated as a Hispanic-Serving Institution (where at least 25% of the student population are either Hispanic or Latino). In doing so, UTSA seeks to empower its students and generate prosperity throughout its community.

UTSA needed to transform its IT infrastructure as part of its 10-year strategic plan to inspire new levels of excellence. Students and researchers required secure access to centralized applications and data, both across campus and remotely. For the university's IT team, the unpredictable variance in compute and data needed by users was a key consideration: workloads ranged from entry level undergraduate lab results to complex PHD research on subjects from Alzheimer's to cybersecurity.

Enabling and enhancing education

In need of a scalable, dynamic virtual desktop infrastructure (VDI) solution and user devices for its students and staff, UTSA partnered with Dell Technologies. The university opted for the OptiPlex 3000 Thin Client and OptiPlex All-in-One (5400) configured with Dell ThinOS operating system, with their durability and quiet operation suited to laboratory environments and across campus.

The combination of Dell's VDI infrastructure and thin client endpoints was chosen to 'bring technology to the students'. They can now access a virtual workstation that seamlessly handles anything from simple assignments to intensive research. For example, researchers can plan their data and research in the virtual environment, before sending it onto a high-performance cluster that handles the heavier datasets they need. By only scaling to intensive user demands when necessary, UTSA's environment remains efficient and cost-effective.

The capability to use a thin client device to run complex tasks like big data through the VDI environment ensures UTSA students receive a consistently excellent quality of experience, no matter their location or device.

Streamlining device management

Deploying and maintaining a large fleet of devices could threaten to overwhelm the university IT team's resources, with potential security implications in a zero-trust environment.

Adopting thin clients with Wyse Management Suite Pro as a central point of control allows technicians to automate onboarding, streamline updates and ensure all endpoints remain configured and secure. The university remarks that the hybrid cloud solution is the ideal system for device management due to the simplified configuration options and 'worry-free' deployment. Its per seat, per year subscription also exceeded expectations from a financial standpoint.

Dell's end-to-end VDI solution, including thin client endpoints, enables UTSA to seamlessly offer new classes each semester, deliver computer labs to previously unavailable environments, and respond to researchers'

"UTSA has navigated the complexity of remote learning by delivering a dynamic, scalable VDI solution to meet our constituents' needs, wherever they are."

Raymond Piller,
Associate Director of Endpoint Solutions Engineering at UTSA

> **The virtual environment has far exceeded my expectations, alongside the pound-for-pound value and capabilities of WMS Pro."**
>
> **Raymond Piller,**
> Associate Director of Endpoint Solutions Engineering at UTSA

application stack needs when required. Providing new users with quick access to secure systems and resources also negates the need for them to bring external devices that would require privileged access and monitoring – reducing the university's attack surface in the process.

Dell enables UTSA and its students to excel

The partnership between UTSA and Dell Technologies has created a seamless environment for knowledge to be remotely shared between students and staff. The scalable, secure VDI environment gives users the computing power they need, whenever and wherever they need it.

Dell aims to continue empowering UTSA on its 10-year strategic plan for success. By providing technology that addresses educational and technological challenges, Dell ensures UTSA can innovate through its research and empower its students with knowledge. In turn, UTSA can give students the tools they need to create bold futures for themselves and their community, while giving faculties the opportunity to conduct research with worldwide impact.

> **"Thin Clients reduce costs, allow us to deliver applications to end users where we'd otherwise not be able to do so, and ensure those endpoints are protected and wrapped from a cybersecurity aspect."**
>
> **Raymond Piller,**
> Associate Director of Endpoint Solutions Engineering at UTSA

Learn More About Dell Technologies Solutions.

Connect on Social.

DELL Technologies