

# Executive Summary

**Thin is in!**

**The IT Desktop Strategy in the  
UK Wealth Management Industry**



## Foreword

The impact of technology on the financial services industries over the past decade has been immense, none more so than in the wealth management sector. So, it should come as no surprise that this research shows the sector is currently experiencing a shift in its IT desktop strategy away from a PC environment towards thin and zero desktops.

The change appears to be driven by the need for IT to be ever faster and more flexible to cope with the changing demands of the sector and the need for ever more rigorous data security. There is no doubt that a thin or zero client on the desktop is the perfect way to meet this brief. More surprising, however, was the lack of loyalty or commitment to any particular software or hardware vendor. It appears IT managers in the Wealth Management sector know thin is in but are not sure just which diet to follow.

Although the financial services sector can be notoriously tough when making purchasing decisions, often gravitating towards the most competitive deal available at the time, there must also be a failure on the part of the IT industry. With the mix of technologies and desktop providers, no vendors appear as yet to have convinced the Wealth Management industry of their vision on how best to deploy a thin desktop environment.

It will be interesting to see if the Wealth Management industry follows one path overtime and if vendors become more effective in delivering their messages of differentiation.

I hope you find this first research helpful and informative when considering your desktop strategy and look forward to sharing our second survey results with you in 12 months time.

If you wish to join our Financial Services sector panel to assist with future research projects, do please get in touch.

Simon Richards  
IGEL Technology's UK & Ireland Managing Director  
Richards@igel.com

***83% have thin desktops***

***Adoption set to rise from 22% – 39%***

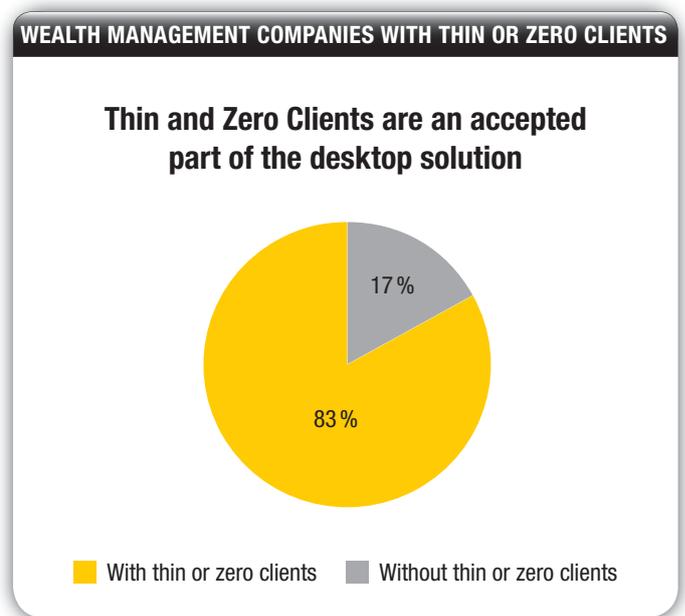
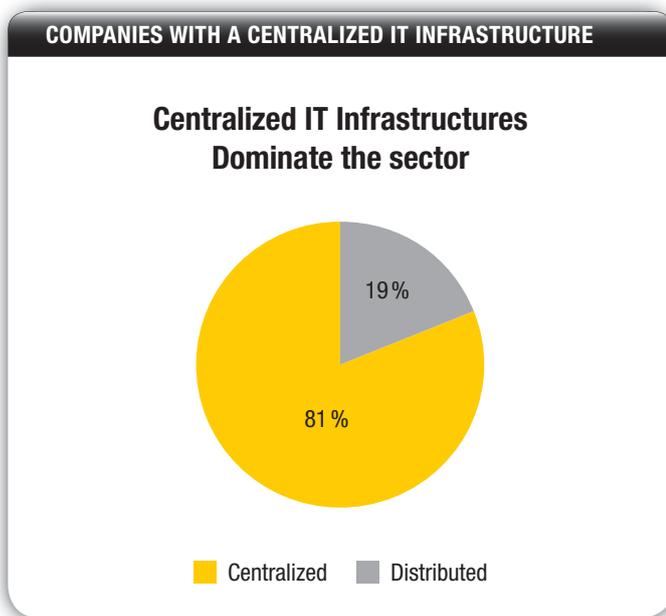
***58% say speed of deployment biggest benefit***

***29% of Wealth Management companies have three or more brands of thin client on their desktops***

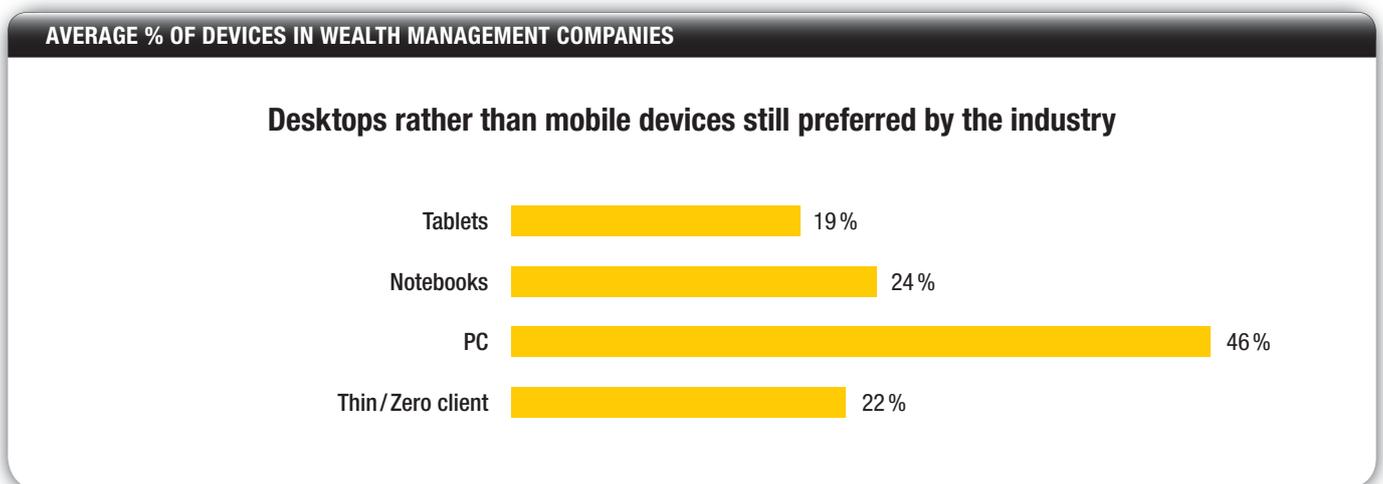
# Executive Summary

## The desktop and IT infrastructure of Wealth Management companies

Currently 81% of the Wealth Management companies surveyed run a centralized IT infrastructure, with 83% of organizations using some thin or zero client desktops.



The average number of desktops that are thin or zero clients is 22%, with PC's still dominating at 46%. 24% of users are also using notebooks and 19% tablets.



## Wealth Management desktops to become thinner over next 24 months, say IT managers

UK Wealth Management industry IT managers plan to put to their desktops on diets over the next 24 months as research shows thin and zero client adoption looks set to rise from 22% to 39%.

### % USE OF THIN OR ZERO CLIENTS

#### Thin and zero clients winning the battle for the desktop

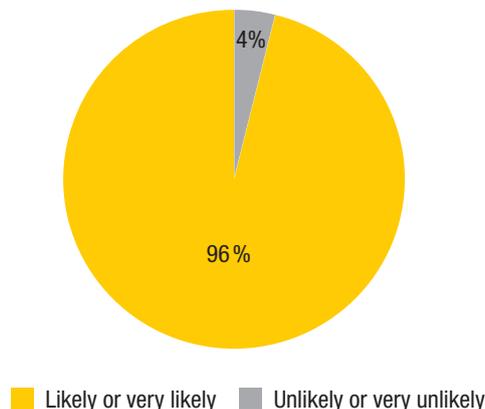


Source: Q12: What proportion of desktop users in your business do you anticipate will use thin / zero client technology in 24 months' time? Base: All respondents (50)

With almost all those surveyed (96%) saying an increase in the number of thin and zero clients on their desktops was likely or very likely, over a third (38%) also confirmed that this increase could very likely in part come from converting existing hardware into centrally managed thin client-like devices.

### INCREASE IN THIN OR ZERO CLIENTS OVER 12 TO 24 MONTHS?

#### Industry committed to more use of thin and zero clients



## Primary benefits reported

IT managers report the primary benefits of thin or zero clients on the desktop is speed of deployment (58%), flexibility (48%), better cost structure (48%) and ease of use and management (48%).

### PRIMARY BENEFITS OF THIN OR ZERO CLIENTS

#### The Benefits of Thin and Zero Clients Well Understood



The three top concerns with thin client deployment are: implementation costs (40%), connectivity (40%) and user dissatisfaction when the system goes down (37%).

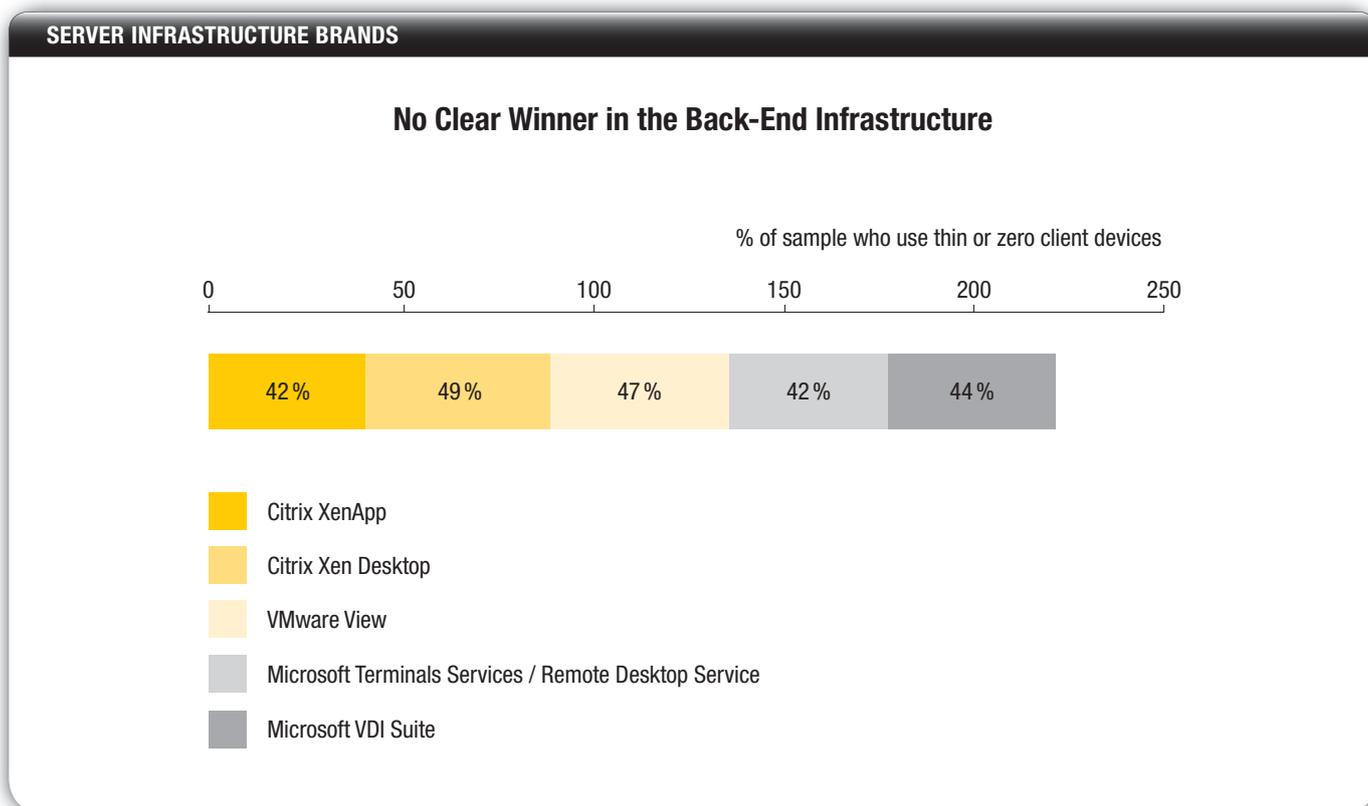
### THREE TOP CONCERNS WITH THIN CLIENT DEPLOYMENT

#### Implementation costs are a surprising concern with 81% already operating Centralized Infrastructures



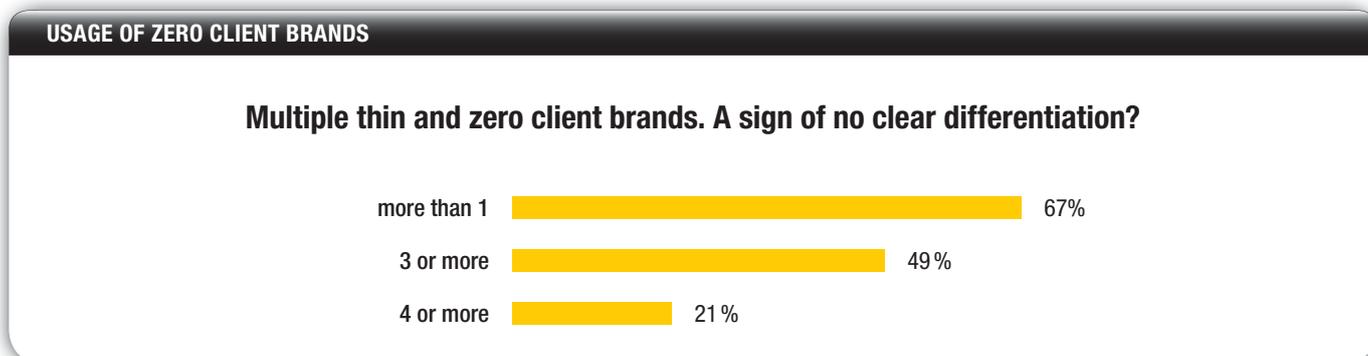
## Little favouritism amongst software or hardware vendors

The research found little favoritism among the server-based computing providers with Citrix, VMware and Microsoft software all present in roughly half of all organizations with thin clients.



Source: Q7: Which of the following server infrastructures does your company use? Base: All respondents (50)

When it came to the desktop, 67% of the Wealth Management companies surveyed have more than one brand of thin client, 49% have three or more and 21% use four or more.





## Methodology

All respondents confirmed prior to interview that they have either full or partial responsibility for desktop IT in their company. In terms of respondents' seniority, 9% are the owners / founders of their companies, while 26% describe themselves as C-level / VP level and another 23% are directors. 29% are senior managers while 13% are at middle manager level. Anyone less senior than this was excluded from the research.

Company turnovers range from less than £50 million (12%) to over £1 billion (7%) and 83% of companies have multiple sites. Indeed, 73% have sites in different countries and 68% are listed on at least 1 financial market.

Most of the sample are based in the south of England (54%) with 23% based in the North.

**DE****GERMANY (HQ)**

IGEL Technology GmbH  
 Hanna-Kunath-Str. 31  
 D-28199 Bremen | Germany  
 Phone +49 (0)421 52094-0  
 info@igel.com | www.igel.de

**AU****AUSTRALIA**

IGEL Technology Australia  
 Level 32 | 101 Miller Street  
 North Sydney, NSW, 2060 | Australia  
 Phone +61 432103599  
 info@igel.com | www.igel.com

**AT****AUSTRIA**

IGEL Technology  
 Wienerbergstraße 11/A12  
 Vienna Twin Towers  
 1100 Wien | Austria  
 Phone +43 (0)1 99 460-6238  
 info@igel.com | www.igel.com

**BE****BELGIUM**

IGEL Technology BVBA  
 Researchpark Haasrode 1820  
 Interleuvenlaan 62  
 3001 Leuven (Heverlee)  
 Phone +32 (0)16 39 47 57  
 info@igel.com | www.igel.com

**CH****SWITZERLAND**

IGEL Technology GmbH  
 Zweigniederlassung Schweiz  
 World Trade Center  
 Leutschenbachstraße 95  
 8050 Zürich  
 Phone +41 (44) 308 37 41  
 info@igel.com | www.igel.com

**CN****HONG KONG**

IGEL Technology  
 Care of: Melchers (H.K.) Ltd.  
 1210 Shun Tak Centre | West Tower  
 168-200 Connaught Road C.  
 Hong Kong | China  
 Phone +852 2546 9069  
 info@igel.com | www.igel.com/cn

**BEIJING**

IGEL Technology  
 Care of: Melchers Beijing Ltd.  
 Beijing Tower | Room 503-504  
 10 Chang'an Ave. (East)  
 Peking 100006 | China  
 Phone +86 10 65257775  
 info@igel.com | www.igel.com/cn

**SHANGHAI**

IGEL Technology  
 Care of: Melchers (Shanghai) Ltd.  
 13 Floor | East Ocean Centre  
 588 Yanan Road (East)  
 Shanghai 200001 | China  
 Phone +86 21 6352 8848  
 info@igel.com | www.igel.com/cn

**GUANGZHOU**

IGEL Technology  
 Care of: Melchers Guangzhou Ltd.  
 Room 1108 | T.P. Plaza  
 9/109 Liu Hua Road  
 Guangzhou 510010 | China  
 Phone +86 20 8666 8700  
 info@igel.com | www.igel.com/cn

**FR****FRANCE**

IGEL Technology  
 57, Esplanade du Général de Gaulle  
 92081 PARIS LA DEFENSE CEDEX  
 Phone +33 (0)1 46 96 56 89  
 france@igel.com | www.igel.fr

**NL****THE NETHERLANDS**

IGEL Technology  
 Orteliuslaan 850  
 3528 BB Utrecht  
 Phone +31 (0)30 767 1055  
 benelux@igel.com | www.igel.nl

**SE****SWEDEN**

IGEL Technology  
 Fridhemsgatan 94D  
 854 61 Sundsvall  
 Phone +46 (0)70 267 16 16  
 info@igel.com | www.igel.com

**SG****SINGAPORE**

IGEL Technology  
 Care of: C. Melchers GmbH & Co.  
 Singapore Branch | 101 Thomson Road  
 # 24-01/05 United Square  
 Singapore 307591  
 Phone +65 6259 9288  
 info@igel.com | www.igel.sg

**UK****UNITED KINGDOM**

IGEL Technology Ltd  
 Merlin House Brunel Road  
 Theale | Reading | Berkshire  
 RG7 4AB | United Kingdom  
 Phone +44 (0)118 340 3400  
 info@igel.com | www.igel.co.uk

**US****UNITED STATES**

IGEL Technology America, LLC  
 2106 Florence Avenue  
 Cincinnati | OH 45206 | USA  
 Phone +1 954 739 9990  
 Toll free (US only): +1 877 GET IGEL  
 info@igelamerica.com | www.igel.com

IGEL is a registered trademark of IGEL Technology GmbH. All hardware and software names are brand names or registered trademarks of their respective manufacturers. Errors and omissions excepted. [info@igel.com](mailto:info@igel.com) | [www.igel.com](http://www.igel.com)

©06/2014 IGEL Technology 146-EN-3-1

