

FULTON FINANCIAL CORPORATION

IGEL Powers Rich Multimedia Computing Experience for
Fulton Financial Corporation

FULTON FINANCIAL CORPORATION

Fulton Financial Corporation has a long and storied history that began in 1882 in Lancaster, Pennsylvania, where local merchants and farmers organized Fulton National Bank. The bank's name was chosen to honor Lancaster County native Robert Fulton, the inventor and artist best known for designing and building the Clermont, the first successful steamboat.



FEATURE QUOTE

“ We like the IGEL UMS because it is easy to configure and makes the management of the IGEL thin clients virtually hands-free for our IT team. Previous to IGEL, some of our processes were manual, and often required an on-site technician to troubleshoot or configure desktop clients. Now we can do this from one central location, which saves time and reduces costs.”

- Marc Dell, Engineering Manager,
Fulton Technology Corporation

SUMMARY

The Customer

- Fulton Financial Corporation is a U.S. regional financial services holding company with approximately 3,700 employees.
- 242 retail banking branch locations throughout Delaware, Maryland, New Jersey, Pennsylvania and Virginia.
- Headquarters: Lancaster, Pennsylvania

The Challenge

Fulton Financial Corporation was looking to provide a rich multimedia experience for end-users within its Citrix XenApp environment.

The Solution

- IGEL Universal Desktop™ 6 (UD6) thin clients featuring Intel Celeron® J1900 Quad-Core processors
- IGEL Universal Management Suite™ (UMS) Software

Key Benefits

- Improved performance
- Ease of management and configuration
- Time and cost savings

From the very beginning, Fulton has built a strong reputation through its keen understanding and servicing of agricultural and business accounts, in addition to personal banking. The bank's conservative management has been the key to its survival during some of the United States' most challenging periods, including the Great Depression.

In 1948, Fulton Bank began to acquire other local banks, eventually becoming the largest bank in Lancaster County. During the 1970s and 1980s it rededicated itself to providing superior service to its retail customers, aggressively pursuing branch expansion; extending business hours; installing 24-hour ATMs; and launching consumer-oriented credit programs and pay-by-phone service. In 1982, in addition to celebrating its 100th anniversary, Fulton Bank formed a holding company, thus becoming a wholly owned subsidiary and the flagship bank of Fulton Financial Corporation.

Throughout all the growth, progress and changes, Fulton has never lost sight of the spark that inspires and powers all of its work: people.

In an effort to optimize the productivity of its employees and enable them to have more time to focus on their customers, Fulton sought to upgrade the thin clients for its Citrix application virtualization infrastructure, with the help of its Citrix partner and IGEL Platinum Partner, Plan B Technologies. "While implementing Citrix virtualization solutions at Fulton, we tested and validated them with the IGEL endpoints and found that together they make for a powerful combination, providing a robust end user experience that is both secure and easy to manage," said Donnie Downs, President & CEO of Plan B.

"Over the last several years, the multimedia needs of our employees have increased dramatically as our organization finds more ways to leverage audio and video technologies to deliver training programs and messages from our leadership and corporate communications teams," said Marc Dell, Engineering Manager, Fulton Financial Corp. **"This was the primary driver for our thin client product selection. We needed to identify a robust desktop computing solution that could deliver the rich multimedia experience we desired for our end users."**

Wanted: A Windows PC Experience Without a Windows PC

In selecting a desktop computing solution to support its Citrix application virtualization infrastructure, Fulton had

one unique business requirement, **"We were looking for a solution that would mirror the experience provided by a Windows PC, without actually being a Windows PC,"** said Dell.

During the evaluation process, Fulton looked at thin clients from IGEL and another leading manufacturer, conducting a "bake-off" of several models including the IGEL Universal Desktop (UD6).

"We did a pretty extensive test, looking at performance, functionality and ease-of-use," said Dell. **"IGEL passed with flying colors."**

Fulton also appreciated the fact that IGEL is forward-thinking in designing its desktop computing solutions. "We looked at the IGEL roadmap and really liked what we saw," continued Dell. **"Not only did they understand the challenges we face, they were already working hard to address concerns that are most near and dear to us, including computing power and graphic offload."**

IGEL Saves Time and Reduces Costs

Fulton began its IGEL roll-out by purchasing 2,300 IGEL UD6 thin clients in 2016 for its headquarters and branch offices, and plans to complete the roll out of IGEL thin clients to the remainder of its 3,700 employees in the coming months.

The bank is also leveraging the IGEL Universal Management Suite (UMS) to manage its fleet of IGEL thin clients. **"We like the IGEL UMS because it is easy to configure and makes the management of the IGEL thin clients virtually hands-free for our IT team,"** said Dell. **"Previous to IGEL, some of our processes were manual, and often required an on-site technician to troubleshoot or configure desktop clients. Now we can do this from one central location, which saves time and reduces costs."**

Fulton also likes the customer service it has received from IGEL. "The pre-sales support was very good and they are always quick to respond whenever we have a question or a need arises," said Dell.

The bank is so pleased with IGEL that it is also looking into some of the other endpoint computing solutions it offers. **"We tried out the recently announced IGEL UD Pocket, and believe that it holds a lot of promise,"** concluded Dell.

Visit us online at igel.com



Revolutionary in its
Simplicity