



## Transforming Financial IT: IGEL and Omnissa Collaborate to Deliver Unmatched Security and Scalability

Together, IGEL and Omnissa enable COCC's iWorkstation offering to empower financial institutions to securely and seamlessly deploy cloud-delivered workspaces to community banks and credit unions throughout the Northeastern United States



### BUSINESS CHALLENGE

With technology advancing rapidly, many financial institutions are constrained by limited IT budgets and resources. Moreover, the evolving cybersecurity landscape is driving the need for robust security measures to protect sensitive data and maintain compliance with regulatory standards.

The urgency for heightened security is matched by the growing complexity of managing remote and hybrid work environments. Furthermore, the shift to Windows 11, with Windows 10 approaching its end of life (EOL), is adding complexity for financial institutions as they navigate hardware and software compatibility requirements.

*"As our customers navigate these multifaceted challenges, the demand for innovative technology solutions and strategic support continues to rise," said Billy Cruz, Technology Services Manager at COCC. "In some cases, we've observed situations where financial institutions depend on the CFO to manage technical assets like server closets. This emphasizes an urgent need for secure, flexible, simple-to-deploy, and cost-effective end-user computing solutions that can serve the needs of small community banks, credit unions, and larger financial corporations."*

### THE SOLUTION

COCC adopted IGEL in 2017 as part of the COCC iWorkstation solution to provide a secure, lightweight, and centrally managed endpoint solution for their customers' virtual desktop infrastructure.

When considering the reasons for choosing IGEL and Omnissa, several key factors come into play for COCC. First, the security of the solution is paramount. IGEL's Preventative Security Model™ provides a secure, manageable, and scalable platform that supports a stronger Zero Trust framework and simplifies endpoint management.

### INDUSTRY

Financial Services

### LOCATION

Southington, CT

### KEY STATS

- IGEL partner since 2017
- VMware/Omnissa customer since 2010
- 15,000 managed devices
- 30% reduction in endpoint hardware costs
- Uses Omnissa Horizon instant clone pools for 90% of the EUC environment
- Accommodates deployments ranging from a small team of three employees to larger configurations of 400 to 500 users in both hybrid and remote work settings

### END USER COMPUTING ENVIRONMENT

- COCC iWorkstation
- IGEL OS
- Omnissa Horizon
- VMware vCenter by Broadcom
- VMware vSphere by Broadcom



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**~ Billy Cruz, Technology Services Manager, COCC**

*"From an IT perspective, the most significant benefit we gain from IGEL is the peace of mind that comes from data security," said Cruz. "With IGEL's read-only OS, if a device is lost, there's minimal risk because it contains no critical data. This allows for quick replacements without significant disruption. Additionally, IGEL provides secure session management within the data center and supports multiple multi-factor authentication providers, enhancing the overall security of the iWorkstation solution."*

COCC also chose IGEL for its optimized hardware investment, ease of management and deployment, and ability to extend the life of its clients' hardware endpoints. *"Leveraging IGEL as part of our iWorkstation solution has transformed how we meet the technology needs of our clients, allowing for more efficient remote management and troubleshooting of devices,"* said Cruz.

Built with the integrated IGEL OS and Omnisia Horizon technologies, COCC's iWorkstation solution also offers significant advantages in simplicity, scalability, and speed of deployment. Cruz emphasized that with just the push of a button, adding a new end-user is remarkably simple and eliminates the need for extensive projects to roll out users, desktops, or systems at the branch level.

*"This IGEL and Omnisia solution simplifies licensing processes and reduces project overhead when introducing new users or branches and allows for system or configuration applications across multiple clients, even those with customized environments, with minimal impact,"* said Cruz. *"Our clients can quickly scale and add users effortlessly, deploying configurations with little customization required, resulting in a much simpler deployment process than traditional hardware and software procurement methods."*

Next, flexibility was a critical element of the solution. Utilizing Horizon instant clone pools for about 90% of their desktop environment, with persistent virtual machines allocated for IT staff or those requiring specialized software, further demonstrates the solution's scalability. *"It can accommodate deployments ranging from a small team of three employees to larger configurations of 400 to 500 users in hybrid and remote work settings,"* added Cruz.

Furthermore, the lightweight hardware options and compatibility with web-based applications enhance the attractiveness of this offering. *"We are currently leveraging Horizon hosted in a multi-tenant environment across both primary and secondary data centers, based on VMware vCenter and vSphere by Broadcom, and web-based applications are utilized to minimize the load on desktop systems,"* said Cruz. *"This is particularly vital as many customers transition to Windows 11. IGEL and Omnisia can help to facilitate and expedite that process."*

## THE OUTCOME

IGEL and Omnisia have significantly transformed COCC's iWorkstation offering by enhancing security and simplifying device management. IGEL's solution is simple and cost-effective, eliminating the need for costly operating systems and additional security layers. Organizations benefit from an enterprise solution that is ready for customization rather than requiring a build from scratch.

One of the key advantages for COCC and its customers has been a 30% reduction in endpoint costs due to extending the hardware refresh cycle. *"Previously, thick devices needed replacement every five years, but with IGEL, they now last seven to eight years, effectively extending hardware investments,"* said Cruz.

COCC's iWorkstation offering, utilizing IGEL and Omnisia, is currently deployed across about 8,000 desktops and manages around 15,000 devices in total. It serves a diverse clientele ranging from small branches to large organizations with hundreds of users while facilitating rapid scaling and distribution of endpoint devices for hybrid and remote workforces.

*"The ability to create additional desktop access pools swiftly and simplify both user and desktop deployment has been invaluable to COCC and our clients,"* said Cruz. *"We expect those benefits to continue multiplying as we guide our customers through the transition to Windows 11."*

Overall, IGEL and Omnisia have significantly reduced IT complexity for COCC and its clients by enhancing the security of sensitive financial data while enabling cost-effective scaling and smoother transitions to hybrid and remote work.



## THE CUSTOMER

As an industry-leading fintech provider, COCC delivers innovative, comprehensive technology solutions and strategic partnerships with an unparalleled focus on service to community banks and credit unions across the Northeast. Offering a robust, feature-rich suite of modern, standards-based core and digital banking solutions, COCC's cutting-edge systems are designed with intuitive user interfaces. They are fortified by advanced APIs that seamlessly facilitate leading fintech integrations.

Consistently ready to adopt and embrace emerging technologies, COCC remains agile and forward-thinking, meeting the demands of a rapidly evolving financial landscape where live real-time functionality matters. COCC is forever dedicated to assisting community financial institutions to remain strong and competitive by providing the technology, support, and expertise needed to succeed.

To learn more, visit [www.cocc.com](http://www.cocc.com).