

Amway Builds Secure Financial Processing Centers

With Samsung Cloud Displays

Amway is one of the largest direct sales companies in the world with nearly \$11 billion in revenue. Amway's award-winning nutrition, beauty and home care products are sold in more than 80 countries and territories by more than 3 million distributors.



Consolidating Enterprise Processing Operations for the Americas

Amway's Americas region includes the United States, Canada, Mexico, Central America, Brazil, Chile and Argentina. Previously, each market had its own financial back-office for vendor payments, taxes, financial analysis and expenses. Two years ago, Amway consolidated processing to a single facility in Costa Rica.

The Enterprise Processing Center (EPC) would standardize business processes and dramatically improve productivity. The EPC would employ several hundred financial professionals who needed access to enterprise applications and data. "Given the confidentiality of the financial information being processed, data security considerations were paramount in designing the computing infrastructure," says Mr. Michael VanderMey, Manager of Desktop Services, "so we decided to use a zero-client computing model which would keep all the data and apps secured at our main data centers in Michigan (USA)."

Samsung Cloud Displays Provide Secure Computing

After evaluating several zero-client device options, Amway chose Samsung Cloud devices for the EPC. Samsung Cloud displays are a new class of integrated monitors specially designed for desktop virtualization. Teradici PCoIP zero-client technology is built right into the monitor, eliminating a separate PC. With Cloud displays, employees can log in from any Cloud display and access their authorized applications and data files from a slim, energy-efficient monitor.

Profile

Country: United States

Sector: Manufacturing

Founded: 1959

Challenge

Provide secured computing for remotely located processing center

Solution

- 400+ Samsung zero-client Cloud displays (Model NC190)
- Connected to VMware View virtualization platform

Impact

- Secured data at HQ while enabling remote employee access
- Minimized IT resources at remote location
- Higher uptime and more workspace for employees

Each EPC employee has a 19" Samsung zero-client Cloud display at their desk. An additional monitor is connected to provide dual monitor capability. There are no local servers at the EPC – the Cloud displays connect directly to a VMware View session back at the corporate data center. Only the keystrokes and mouse-clicks are transmitted. In addition, the Teradici management console enables IT to lock down the USB ports on the displays so no data can be downloaded locally.

“With Samsung Cloud displays, we have ‘eyes-only’ security and almost no risk of accidental or intentional data downloads. Now we can do enterprise processing anywhere in the world, but keep the data locked up in the corporate data center. It provides us not just high security, but tremendous operational flexibility,” says Mr. Josiah Becker, Sr. Systems Specialist.

Tangible Benefits of Cloud Displays

In addition to security, Cloud displays offer additional advantages including:

- **High Performance:** “We have WAN-like performance and response times even though the users are over a thousand miles from the virtual desktop session,” says Mr. VanderMey.
- **Extreme Reliability:** “Samsung Cloud displays are solid-state devices and have extremely high product quality,” says Mr. Becker.
- **Remote Manageability:** Almost every aspect of the Cloud display can be managed and updated from the corporate help desk. “One IT employee in Costa Rica is mostly focused on supporting 20 manager laptops. The Cloud displays need almost no local support,” says Mr. VanderMey.
- **More Workspace:** “Employees really like the fact that they have a clutter-free work space,” says Mr. Becker.
- **High Availability:** “When we began operations at the EPC and had our first power outage, the employees were worried about their work not being saved. As soon as the power was on, they were amazed that absolutely nothing was lost,” says Mr. Becker.

Clouds Moving Over Asia

According to Amway, the zero-client Cloud displays have performed so well that they are now the default end-client for all enterprise processing centers. The Cloud displays have recently been deployed at a new processing center for Amway in Malaysia.

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Michael VanderMey
Manager - Desktop Services

“Samsung Cloud displays are extremely reliable”

Josiah Becker
Senior Systems Specialist