



CLEARCUBE

City of Little Rock

The City of Little Rock's Fleet Services Department manages approximately 1,100 vehicles, including administrative pickups and sedans, Fire Department apparatus and vehicles, Police vehicles, Parks and Recreation vehicles and equipment, and Public Works vehicles and equipment. The department operates four vehicle maintenance facilities and 11 automated card access sites that are available around the clock.



THE CHALLENGE

The Fleet Services Department coordinates the day-to-day activities of more than 1,000 vehicles, each performing critical duties for the citizens of Little Rock. With so many pieces of equipment coming and going through the department, computer systems were often in the way and subject to damage. "With our PCs on the shop floor, we frequently dealt with lost power supply and damaged drives due to dust/dirt contamination," says Bill DeWitt, Fleet Operations Manager.

ON THE ROAD WITH CLEARCUBE

The Fleet Services department began replacing the traditional PCs in its shop and in its parts room with ClearCube blade PCs. ClearCube's rack-mounted PCs increase security and reliability by centralizing desktop computing assets while delivering full PC functionality to end users as far as 200 meters away. By removing everything but the monitor, keyboard, and mouse from the desktop (and in this case, the busy shop floor), ClearCube solves security issues as well as reliability and management problems.

Because the blade PCs are located in one central rack, troubleshooting, software upgrades, or routine maintenance is extremely easy. Swapping out a blade PC with a spare or replacement blade requires simply moving one RJ-45 connector within the rack, and full functionality is restored to the desktop within a matter of minutes.

THE RESULTS ARE POSITIVE

DeWitt notes the key benefits of ClearCube's blade PCs are increased reliability as well as a significant reduction in interruptions and downtime due to damaged PCs. "We've reduced our technical service calls from approximately one a month to none in all the months we've been using the ClearCube PCs," says DeWitt. "ClearCube really works as advertised; in fact, we haven't needed technical support at all."

The decreased computer downtime not only saves time and costs associated with technical support, but it also results in increased employee productivity, says DeWitt. "By keeping our PCs working, our employees are able to complete tasks more quickly."

The increased security that ClearCube provides for hardware and data assets is also extremely important, says DeWitt. "Since the PC is not accessible to the general public, tampering and misuse-such as bringing disks from home (maybe with a virus)-has dropped significantly, and our important data is protected from pilfering and degradation."

ClearCube's "out-of-the-box" technology, which ensures easy installation and integration, and its exemplary service and support are another reason the City of Little Rock's Fleet Services Department chose to implement the ClearCube architecture. "ClearCube is a great partner that follows through and allows my guys to concentrate on core issues, not PCs!"

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Bill DeWitt
Fleet Operations Manager
Fleet Services Department
City of Little Rock

Key Benefits:

- Increased protection against PC damage and misuse
- Decreased system downtime; increased employee productivity
- Decreased technical support costs