

Old Dominion Freight Line, Inc.

High Point, North Carolina



Company Overview

Old Dominion Freight Line, in business since 1934, provides trucking services to shippers throughout the United States. The company employs 6,240 people, and exceeded \$426 million in revenue in 1999.

The Challenge

Old Dominion wanted an easy-to-manage and cost-effective solution that would give customers and employees convenient and rapid access to current tracking, shipping, and billing information at the desktop and over the Internet.

Old Dominion Gets Thin for the Long Haul

Old Dominion knew it had to move quickly to a Windows-based environment to provide access to popular Windows applications, email, and the Internet. But with a tight budget to meet, dozens of remote offices to support, and hundreds of employees unfamiliar with the Windows operating environment, finding a realistic solution was going to be a challenge. Added to that were two additional requirements: to support existing imaging applications used to electronically view packing slips, invoices, and other documents; and to ensure that 15,000 bills of lading and a total of 60,000 documents could continue to be processed each evening.

Wyse Winterm Thin Clients. A Better Solution

Old Dominion found that a Wyse® Winterm™ solution could provide faster

and better information for remote users than a PC-based implementation.

Using Winterm Windows®-based terminals, employees and customers could access shipment information in local service centers or access information via the Internet.

Winterm Windows-based terminals also give Old Dominion IT staff greater management control from a centralized location, cutting administrative costs associated with configuring and re-setting devices and supporting non-standard configurations.

Cost and Performance Concerns Resolved

The motor carrier needed a solution that would deliver information about



Smarter. Easier. Thinner.
Innovative Thin Clients from Wyse.



Winterm Thin-Client Benefits

Winterm Windows-based terminals are economical and easy to set up and use, and they offer customers and employees information when they need it, where they need it.

The Solution

Old Dominion installed 300 Winterm units with software running Pegasus TransTech's TRANSFLO imaging software and Microsoft Office applications—including Microsoft Outlook for email. Each server supports approximately 70 Winterm clients.

Results

Old Dominion rapidly deployed low-cost Windows terminals it needed for present and future applications and maintained access to business-critical imaging applications. Centralized management reduced downtime and maintenance costs.

Architecture

- 300 Winterm Windows-based terminals
- Microsoft Windows NT 4.0, Terminal Server Edition and Citrix® MetaFrame® server software
- Compaq ProLiant 1850R servers
- 450 MHz Pentium Pro processors
- 1GB memory
- 9GB disks

shipments and invoices to employees and customers cost-effectively and rapidly.

Lisa Boles, network manager for Old Dominion, said: "Winterm thin clients met our requirements for a lower cost solution. We needed terminals that could ensure that a huge number of documents could continue to be processed each evening and that access a variety of document types and applications would be possible without delays."

A Successful Installation

Boles and Old Dominion network administrator Brian Kraftchick worked with Kurtz Integration, an Authorized Gold Winterm Partner, to rapidly install more than 300 Winterm terminals in 98 service centers across the United States.

The company experienced significant savings in set-up and configuration time right away. Hundreds of Winterm devices were pre-configured by the IT staff in less than a week and then shipped to remote offices. "All they had to do was to plug the units in," stated Kraftchick.

"The Wyse solution offered Old Dominion the required functionality, manageability, performance, and reliability as well as interoperability with the existing system," said Eric Kurtz, president of Kurtz Integration. "Limited resources were available to manage and operate the network, especially in remote locations. The Wyse solution addressed this concern by allowing Old Dominion to quickly deploy a solution with fewer people and less time," Kurtz explained.

Results

Using the new system, employees gain fast access to Pegasus TransTech's TRANSFLO imaging software, a mission-critical application used to scan, index,

and retrieve documents. They are now able to access Microsoft® Windows applications and a sophisticated Internet email client to provide customers with updated information on shipment delivery and freight billing.

"Now I can shadow users' sessions when they have questions and we can manage future updates centrally," according to Kraftchick. "Standardized Winterm terminals meant less training time and allowed us to run our Windows-based applications more reliably and with fewer staff resources. We're putting Winterm clients in all service center locations."

Widened Deployment in the Future

Old Dominion expects to continue to add Windows-based terminals over time. Client devices can be added quickly and will replace older PCs and terminals in many locations.

WYSE

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