VMware Horizon & 10ZiG – A Virtual Communications Solution

For Office-Like User Experience at Home | Remote

"The in-office experience at home or any remote location is only as good as the quality of its setup and functionality. 10ZiG completes your remote VMware computing environment solution with Thin & Zero Client endpoints and FREE management software."

Kevin Greenway
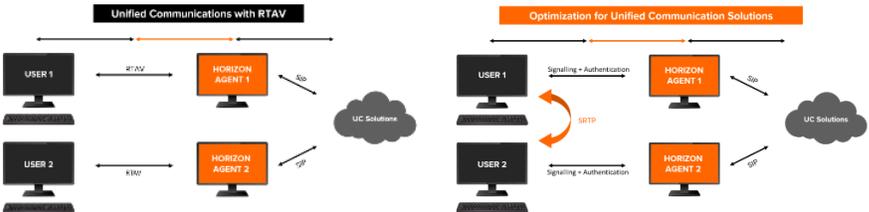Chief Technology Officer
10ZiG Technology
10ZiG.com

10ZiG Technology – Experience the Power, Speed, Performance

*Flexible FREE Demo Programs

*Representatives and Engineers ready to assist

*Always FREE Management Console (The 10ZiG Manager™)

*3-Year Advance Replacement Warranty

*US & EMEA based Support and Development

*US & EMEA based Production and Distribution

*VMware Horizon Support & Specialists

*Pre-imaging Services for fast and easy deployments

We all know that early in the pandemic, we saw an immediate change from employees being able to meet face-to-face in person to them being solely reliant upon Unified Communications (UC) and Collaboration tools for virtual meetings and calls, which is still the case for many. Fast-forward to today, and employees now often need to be flexible to either remain in a permanent work-from-home (WFH) status, return-to-office, or more commonly, a hybrid of both. Regardless, it looks like the way we do business has changed, and UC and its quality is ever prevalent.

Unified Communication (UC) / Collaboration Tools – the Challenge

Historically, there is an awareness of a potential problem using Unified Communication / Collaboration platforms in a virtual desktop environment which can exacerbate in a remote-working situation. The user's endpoint, assuming remote/at home in this example, must forward the webcam/video and audio stream in both directions to the virtual desktop. The audio/video stream is then converted at the virtual desktop and forwarded either to the other peer or via the UC solution which can be on-premises or cloud-based. While VMware has the longstanding RTAV (Real-Time Audio Video) compression techniques to support and improve such solutions, further optimization may be required. This means the audio/video is forwarded in both directions and adds latency/delay, which can result in quality degradation and issues like sync issues. Also important, the virtual desktop requires local computer and network resources to deal with the audio & video encoding. This solution is generally not recommended in these situations. The optimized solutions operate by encoding audio & video locally at the endpoint or Thin Client using a media engine either integrated into the VMware Horizon Client or as a separate plugin, which sits alongside the Horizon Client and provided by the Unified Communications provider, and then integrated and distributed by 10ZiG.

10ZiG NOS™ & Windows Based Clients for Related Use-Case Environment

10ZiG Client endpoints provided support and flexibility at both the start of the pandemic, and still ongoing, for virtual communications by its technology being timely aligned to VMware Ready Program. By utilizing industry top-quality Clients and protocols, we quickly turn around updates and provide swift releases of newly upgraded versions of VMware Horizon.

Along with speedy delivery, 10ZiG closely follows the release roadmap of VMware and delivers such features like Microsoft Teams, often being the first to do so. 10ZiG VMware Horizon Linux (NOS™) and Windows Client endpoints maintain and innovate advances with communication technology features like RTAV, Teams Media Optimization, etc., as well as offering support with PCoIP and Blast Extreme for remote connectivity.

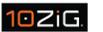## Find 10ZiG Product Solutions in the VMware Marketplace

See the Marketplace for more 10ZiG Thin & Zero Client Endpoint VMware Ready Solutions.

10ZiG 6048qv – NOS™ Zero Client:

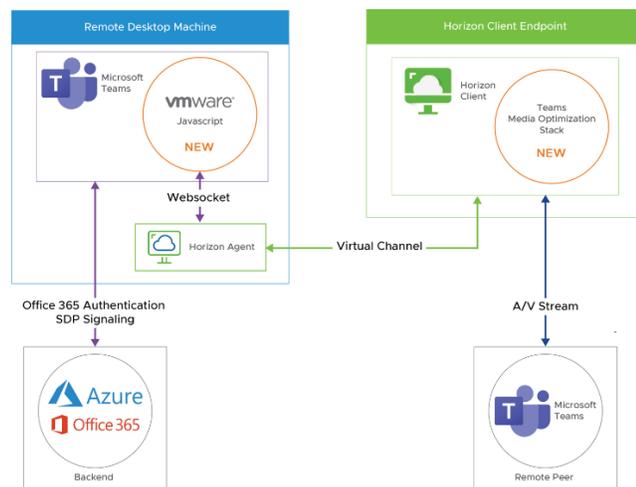https://marketplace.cloud.vmware.com/servic es/details/10zig-6048qv-linux-x641?slug=true

10ZiG 6010q - Windows IoT Thin Client:
https://marketplace.cloud.vmware.com/servic es/details/10-zig-6010q-windows-iot-thin-client-1-1-1?slug=true

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By: 10ZiG	By: 10ZiG
Version: NA OTHERS	Version: NA OTHERS

10ZiG, VMware Horizon, and Unified Communications – the Solution

Take a look at the SDK Framework in close detail. The Unified Communication application either has a standalone VDI version, which is installed on the virtual desktop as is the case with Zoom, or it is VDI-aware like in the case of Microsoft Teams. The Microsoft Teams app communicates directly with the VMware Horizon Agent installed on the virtual desktop or virtual application. The Unified Communication application continues to deal with signaling and authentication directly, but then importantly offloads the video/audio directly to the VMware Horizon Client. It does this via virtual channels which are established between the VMware Horizon Agent and endpoint running the Horizon Client. The media and call control virtual channels are encapsulated within the remoting transport protocol, such as Blast Extreme. Where calls take place, the Horizon Client triggers the endpoint to establish the video & audio media paths directly. The Media Engine is noted as vendor specific. This is either integrated directly into the Horizon Client, as is the case with Microsoft Teams, or as a standalone plugin such as Zoom or Cisco Webex.

VMware Horizon Media Optimization & 10ZiG Thin Clients – the Benefit

What can you do with Microsoft Teams within a Horizon computing environment? Calls in your virtual desktop environment forward the audio & video data to the endpoint in your virtual desktop environment. The data is compressed by Horizon and then sent using real-time audio-video (RTAV). this compressed audio-video stream can be heavy, so your virtual desktop must be able to process it. This also applies to video calls. Your virtual desktop decodes the images and catches the video feed to send it back via the network to the endpoint, so the end user can see themselves. There may be increased load on data center, cloud, and network traffic. Also, a potential impact on increased costs due to higher CPU and network bandwidth usage. Finally, still occasional latency, lag, and synchronization issues - even while running RTAV.

vmware®

> **"For over 17 years, 10ZiG has been a front-runner in many VMware innovations, such as 10ZiG Blast Extreme Zero Clients. Our promise is that we make our product fit into your environment, and not the other way around. This is more critical than ever in such fast-paced and changing times."**

Andy Martin
Chief Operating Officer
10ZiG Technology
10ZiG.com

Hardware: 10ZiG offers a range of hardware, from dual to quad screen supported Thin Clients & Zero Clients. Our endpoints come equipped with industry-leading Intel or AMD dual or quad core processors, allowing for an unparalleled performance quality. Display Ports, HDMI, Gigabit Ethernet, Fiber (SFP Ready), and Dual Band Wireless are just a few of the options that come with 10ZiG Thin & Zero Clients.

Software: 10ZiG supports all leading operating systems including NOS™ (Zero), PeakOS™, and Windows 10 IoT. 10ZiG Thin & Zero Clients support VMware / Blast Extreme & PCoIP, and a variety of published and locally installed applications such as Mozilla Firefox, Google Chrome, IE browsers, Amazon WorkSpaces, and are Imprivata® OneSign certified.

The 10ZiG Manager™ : Included FREE of charge with no user/device limit; no restrictions on licenses. The 10ZiG Manager provides centralization for automatic configuration, management via Cloud, LAN or WAN, scheduling of tasks, shadowing, and even reporting from all 10ZiG PeakOS™ & Windows based Thin & NOS™ (Zero) Client devices for traditional managed networks.

How does the Horizon Media Optimization for Microsoft Teams help? With the Horizon Media Optimization for Microsoft Teams, you offload audio, video, and screen-sharing processing to the Horizon Client device. You will save on network bandwidth and CPU processing on the server-side. When a user calls from a virtual desktop or Microsoft Teams environment, a channel to the physical server is opened to start the conversation there. Next, Microsoft Teams pulls a window over the Microsoft Teams window in the virtual desktop. For users, it seems like they are still in the virtual machine, but the data goes straight from the endpoint to the internet. On the endpoint, the data is processed. When doing this, all the media traffic will disappear from your data center network. This improves the experience of the end user because the data goes through fewer steps. Virtual machines have more resources to perform other background tasks aside from being taken up solely for conferencing and provide a more useful and productive desktop experience.

VMware & 10ZiG Solution – the Summary

For today's working environments, having the proper tools in place, including supportive remote Thin & Zero Client endpoints, makes for a better user experience with VDI & Cloud with Unified Communications. Having the right Thin or Zero Client with the latest VMware platform will go a long way to make sure you are conducting real-time audio & video calls and meetings without jitter and high latency. Leveraging Thin & Zero Clients in a VMware VDI environment is a super easy way to get end users set up and connected in the fastest way possible remote, or in-office. They take up next to no space, while still giving you all of the ports needed to connect favorite devices and displays. They support all popular remote desktop protocols including Blast Extreme and PCoIP, to connect to a VMware Horizon VDI or DaaS environment, ensuring that company data stays off of endpoint devices. It's easy to see why companies turn to Thin & Zero Clients on their "desks" for a secure, cost-effective desktop virtualization solution. If you're setting up or expanding end users at home or in office or anywhere, 10ZiG offers Thin & Zero Clients for VMware Horizon on x86 Intel/AMD hardware. Add in The 10ZiG Manager™ Server, and you're a computing success!

Who is 10ZiG – the Difference

10ZiG Technology is solely focused as a Thin & Zero Client Endpoint provider who specializes in VMware, and other VDI and EUC products. As a founding VMware Ready Partner, 10ZiG endpoint hardware can be found certified both on the VMware Ready Marketplace and on 10ZiG.com. Where 10ZiG differs from competitors is that we are solely-focused in Thin & Zero Client endpoints (it's all we do!) and our Sales & Technical Teams take that focus to the next level, having been trained and certified themselves with VMware skills sets. Add to that our always free management software - The 10ZiG Manager™ - that has become well-recognized for its no-hassle, subscription-free, "no limit on licenses" reputation.

Support: With U.S. and EMEA based Tech Support and a toll-free number leading to a Thin & Zero Client expert in your local area, 10ZiG exceeds pre- and post-sale support expectations. Additionally, 10ZiG offers Windows customization, image preloading, custom development, and plenty more, providing an unmatched level of personalized service. Support and firmware are also available for the life of the product - a truly valuable benefit you won't find anywhere else.

Warranty: 10ZiG offers an industry-leading warranty of 3 Years Advanced Replacement. This includes quick turnarounds of any replacement device needed, and a prepaid return shipping label included - saving both time and money for customers.

Why 10ZiG – the Offer

10ZiG is a virtual desktop endpoint provider that offers top-quality Thin & Zero Clients for VDI and Cloud, centralized management software, exceptional tech support service, an advance warranty, and more. Our VMware Horizon (NOS™) Linux and Windows Client endpoints maintain and innovate advances with communication technology features like RTAV, Teams Media Optimization, etc., also offering support with PCoIP and Blast Extreme for remote connectivity. 10ZiG offers free, no-obligation demo devices, best-in-industry Technical Support teams based in the U.S. and Europe, and provides at no cost, the Cloud-enabled The 10ZiG Manager™ with unlimited user licenses. Get your free demo at sales@10zig.com or sales@10ZiG.eu or just click here > FREE demo.