



Fastenal Company Locks up the Distribution Market



"Our Wyse sales reps, have come on site to help us get our oldest thin clients working faster. They've shared in our troubles even though they weren't created by Wyse. That is one reason we've never looked at other thin client solutions. I don't think we'd get that support from someone else."

Al Rothering

Tech Support Lead

Fastenal Company Industrial &

Construction Supplies

www.fastenal.com

Fastenal Company, Winona, Minnesota

Whether a company needs nuts, bolts, screws, or any other fastening system, they turn to Fastenal Company, the largest fastener distributor and the fastest growing full-line industrial distributor in North America. To keep Fastenal Company trucks on the road with the right inventory and store sites stocked with what local customers need, Fastenal Company turned to Wyse® Winterm™ thin clients and thin computing.

Fastenal Company leads the industry in developing information systems for its in-house manufacturing and quality assurance testing, and to manage distribution hubs located throughout North America. Fastenal Company's business systems have to keep pace with the company's rapid growth, about 20% per year for the past five years. Since their original deployment of thin clients in 1999, the company has more than doubled in size with 8,000 employees, 1700 stores, and 12 distribution centers.

Challenge: Make a Good Thing Better

In 1999, the company migrated to a thin computing platform to incorporate new ERP and POS software in stores with centralized software and headquarter updates. The company now has more than 6,500 Wyse thin clients, including 1,800 of the Wyse Winterm thin clients originally deployed.

Solution Architecture

■ 6500 Wyse® Winterm™

Thin Client devices

■ Network

- Citrix Metaframe
- Windows Terminal Server 2003 with RDP
- Highspeed broadband network

■ Applications

- Microsoft Office Suite
- Custom programs for point-of-sale, inventory, CRM
- Accounting
- HR software

Since operating systems and applications require more processing power, the Fastenal Company IT department upgraded servers rather than spending time and money on upgrades to workstations. Rather than retire the oldest thin clients, Fastenal Company worked with Wyse to upgrade the devices to work faster, though not as fast as the terminals with the Wyse's own thin client operating system: Blazer.

The next iteration of the company's point-of-sale systems will be written as a Web-based application and they are moving to browser-based email access using Microsoft Exchange servers. To give employees faster access at the same affordable price with low TCO, Fastenal Company is deploying the latest Wyse thin clients featuring the Wyse Blazer Operating System.

Solution: Wyse Winterm Thin Clients with Blazer OS

A typical Fastenal Company store has three to five employees, one server, and three to five thin clients used as point-of-sale terminals and for purchasing. With Fastenal Company's custom built software, employees have all they need to manage inventory, provide superior customer service, and track purchasing. The store servers connect to the central server farm at least seven times a day to replicate inventory quantities.

"The thin clients with the Blazer OS are solid," said Rothering, one of five tech support leads based in Winona, Minnesota. "As long as they are connected, they work. Most of our support calls are about servers or peripherals."

Fastenal Company has found that the thin clients operate flawlessly in conditions ranging from corporate offices to dusty warehouses, and integrate easily with multiple platforms. The thin clients connect to servers for applications and data, giving each site a single point of failure that can be remotely managed by the IT department.

Benefits: Reduce Tech Support Costs and Calls

The server farm at headquarters publishes applications for warehouse management, accounting, purchasing, HR, and other business functions, using Citrix Metaframe to serve applications that are memory and processor intensive. The Winterm solution provides Fastenal Company employees with better tools and more functionality for tasks like inventory control, order fulfillment, label printing, work flow management, and more.

The Fastenal Company tech services team supports IT for 8000 employees in 1700 stores and 12 distribution centers from corporate headquarters in Winona, Minnesota. Rothering estimates that the number of support calls would be 500% higher with workstations rather than thin clients, and Fastenal Company would need IT staff at every distribution center.



"Our Wyse sales reps, have come on site to help us get our oldest thin clients working faster," said Rothering. "They've shared in our troubles even though they weren't created by Wyse. That is one reason we've never looked at other thin client solutions. I don't think we'd get that support from someone else."

As Wyse thin clients become smaller and faster, Fastenal Company continues to add more of them to their IT computing inventory.

Thin Computing Supports Growth

Training is kept to a minimum and deployment is done at lightening speed. The latest deployment of thin clients for Fastenal Company went to a new purchasing facility and store in China. Fastenal Company plans to finally phase out their original seven-year-old thin clients over the next year. The faster thin clients featuring the Blazer OS will be a perfect fit for Fastenal Company's next growth phase.



Wyse Technology Inc.
3471 North First Street
San Jose, CA 95134-1801

Wyse Sales:
800 GET WYSE
(800 438 9973)

International Sales:
Australia 61 (0) 2 9492 0180
France 33 1 39 44 00 44
Germany 49 (0) 89 4600990
India 91 80 51528588
Singapore 65 6728 9973
Taiwan 886 3 577 9261
UK 44 (0) 118 923 2740
United States 408 473 1200

**Wyse Customer
Service Center:**
800 800 WYSE
(800 800 9973)

Or send email to:
sales@wyse.com

Visit our websites at:
<http://www.wyse.com.au>
<http://www.wyse.fr>
<http://www.wyse.de>

<http://www.wyse.com.tw>
<http://www.wyse.co.uk>
<http://www.wyse.com>

© 2005 Wyse Technology Inc. All rights reserved. Wyse, WY, and WyseWorks are registered trademarks, and Wyse, Wintem, Impari, Wyse Expedian, and Alcatraz are trademarks of Wyse Technology Inc. Rapport is a trademark Rapport Technologies, Inc., a division of Wyse Technology Inc. Citrix, ICA, MetaFrame, and WinFrame are registered trademarks of Citrix Systems, Inc. Microsoft, Windows, and Windows NT are registered trademarks of Microsoft Corporation. Other product names mentioned herein are for identification purposes only and may be trademarks and/or registered trademarks of their respective companies. Specifications subject to change without notice. Some features require support by server operating system and protocol.