



Phase 2 extended the agency's Horizon estate from on-premises data centers to Horizon Cloud on Azure.

GOV-02 • GOVERNMENT

State agency modernizes Horizon VDI on Azure and **cuts recurring issues**

In Phase 2, Z7 Solutions™ moved the same state agency from on-premises Horizon to Horizon Cloud on Azure with FSLogix, Turbo containers and SentinelOne. Recurring issue categories fell roughly 30% to 50% over 24 months.

CLIENT

State agency
Government

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At a glance

PROFILE	DETAIL
CLIENT	State agency
SECTOR	Government
ENGAGEMENT	Phase 2 EUC modernization
SERVICES	VDI modernization • Cloud migration • Hybrid work enablement • Endpoint security

THE CLIENT

The client is a state agency that partnered with Z7 Solutions in Phase 1. In that phase, Z7 rescued a failed Citrix to Horizon migration, standardized Horizon 8 on premises across two data centers, retired Citrix and fixed identity, policy and DR issues. The agency's environment includes two main data centers, a Horizon-based VDI estate and a mix of Wyse thin clients, Chromebooks and Windows laptops and desktops. This Phase 2 engagement built on that stable base to modernize for cloud, hybrid work and continuous improvement.

HEADLINE RESULTS

20_{to}30%

Faster average logons on Horizon Cloud Gen 2 than pre-cloud Horizon (approximate)

25_{to}40%

Fewer profile, application, printing and peripheral issues in FSLogix pools (approximate)

30_{to}50%

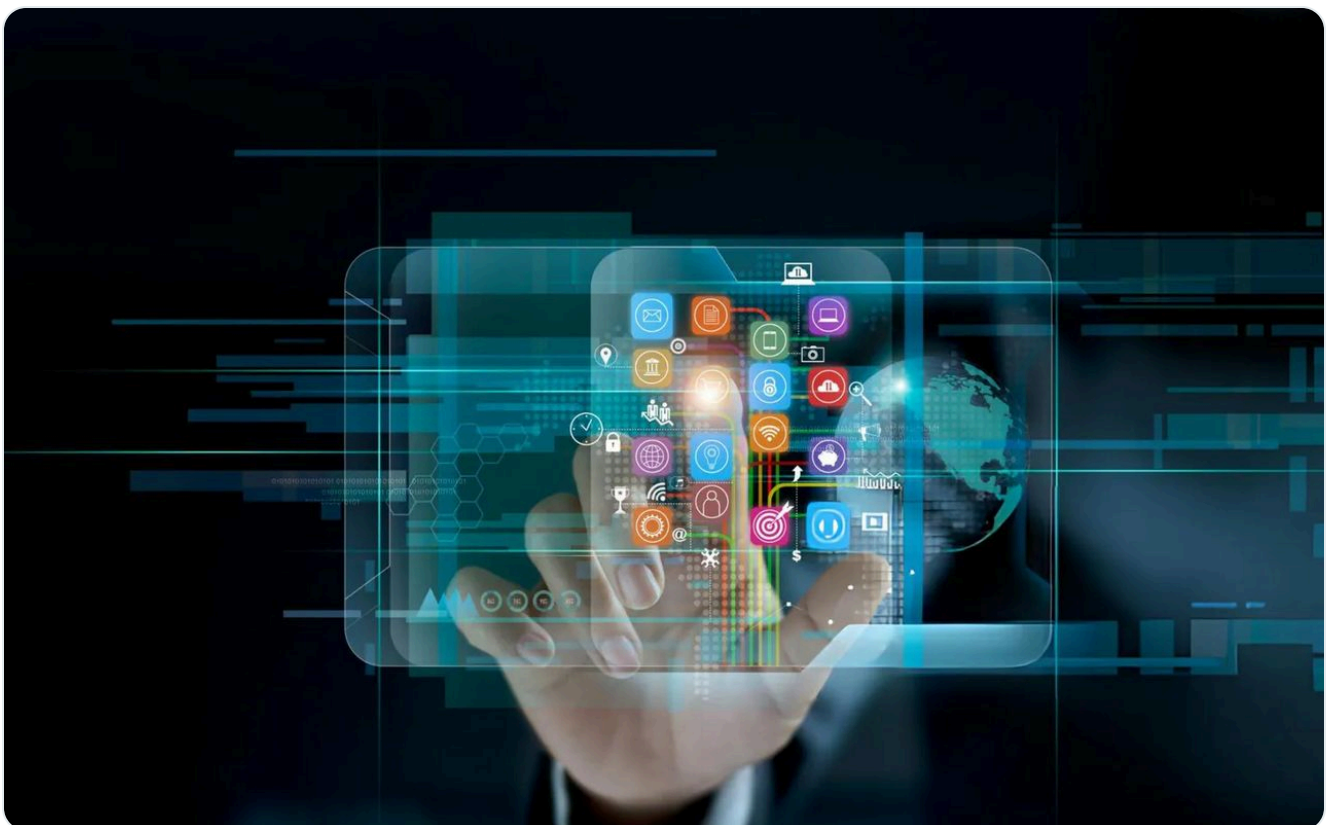
Fewer recurring issue categories over 24 months (approximate)

02

The challenge

With Horizon 8 stable on premises after Phase 1, the agency wanted to go beyond maintaining the status quo. It needed an EUC platform that was cloud-aware, container-capable and supported modern security and analytics, without disrupting daily operations.

- Heavy reliance on physical data centers and hardware refresh cycles, with limited ability to scale quickly for remote and hybrid work surges.
- Ongoing problems with profile persistence, PDF defaults, Teams and Zoom performance and printing, especially from Chromebooks and Wyse endpoints.
- Gold image sprawl and fragile application packaging that made change risky.
- Carbon Black agents that consumed resources and generated false positives inside VDI.
- Ticket-by-ticket firefighting instead of decisions based on telemetry and patterns.



03

What we did

01 Adopt Horizon Cloud on Azure, Gen 1 to Gen 2

Z7 enabled Horizon Cloud on Azure Gen 1 to add cloud elasticity and reduce dependence on physical hardware. After identifying the limits of the appliance-based Gen 1 model, such as slower updates and vendor-dependent fixes, Z7 moved the agency to Gen 2 for a cloud-native control plane, faster brokering, tighter integration with Azure identity and telemetry, and better scale for hybrid work. Gen 2 now serves as the backbone of the EUC stack for both cloud and on-premises workloads.

02 Build hybrid profiles with FSLogix and DEM

FSLogix profile containers replaced roaming and traditional local profiles, while DEM stayed in place for granular user and application settings. Z7 tuned GPO sequencing and FSLogix settings to fix printer persistence, Num Lock resets, taskbar and icon behavior, Chrome and Adobe default handling, and Teams and Zoom performance.

03 Rebuild apps as Turbo containers

Z7 implemented Turbo SaaS and its packaging studio, then rebuilt critical applications, including Adobe and PDF tools, browsers, Office, productivity apps, CAD and line-of-business software, as Turbo containers. This resolved long-standing PDF default and Adobe licensing conflicts. The containers can be delivered to Horizon Cloud Gen 1 and Gen 2, Horizon on premises and AVD pools.



Illustrative image. One cloud desktop backbone serving both cloud-hosted and on-premises workloads.

03

What we did, continued

04 Align Wyse, Chromebook and Windows endpoints

Z7 upgraded Wyse ThinOS firmware, fixed USB redirection, audio breaks and peripheral drops, and standardized Horizon client versions in line with Horizon Cloud Gen 2. On Chromebooks, Z7 resolved remote printing and profile persistence issues and aligned Chrome identity and policies so users could launch Horizon reliably. Windows laptops and desktops continued to receive patching, hardening and Group Policy optimization through ongoing managed services.

05 Replace Carbon Black with SentinelOne

Z7 removed Carbon Black agents and replaced them with SentinelOne in key pools, then validated SentinelOne behavior inside gold images and Turbo containers. Allow lists and policies were tuned to avoid conflicts with FSLogix, Turbo and Horizon Cloud.

06 Run operations on intelligence

Omnissa Intelligence provided device experience scoring, performance telemetry, anomaly detection and policy drift insights, while HaloPSA handled ticket classification, trend analysis, root cause mapping and SLA tracking. Together, these tools let Z7 and the agency group issues into patterns, prioritize tuning of FSLogix, DEM, Turbo containers, Wyse and Chrome clients and SentinelOne policies, and measure the impact of changes over time.



Illustrative image. Operations intelligence and the service desk platform replaced ticket-by-ticket firefighting with pattern-based decisions.

Results

Telemetry and ticket trends across test groups and production pools showed clear improvements. The agency now runs a cloud-ready, container-enabled, analytics-driven EUC platform that is ready for new workloads and services without a complete re-architecture.

20 to 30%

Faster average logons on Horizon Cloud Gen 2 than pre-cloud Horizon (approximate)

25 to 40%

Fewer profile, application, printing and peripheral issues in FSLogix pools (approximate)

30 to 50%

Fewer recurring issue categories over 24 months (approximate)

- Average logon times in Horizon Cloud Gen 2 are roughly 20 to 30 percent faster than in the pre-cloud Horizon environment.
- Profile, application, printing and peripheral issues in FSLogix-enabled pools dropped by about 25 to 40 percent, and the logon experience became more predictable.
- Turbo containers eliminated many regression patterns that used to appear after traditional gold image updates, making application updates easier to test and roll out.
- SentinelOne strengthened overall security posture with fewer false positives and lower resource use than Carbon Black in VDI pools.
- Wyse and Chromebook reliability improved significantly after firmware and client alignment.
- Recurring issue categories fell by roughly 30 to 50 percent over a 24-month period, freeing staff for proactive work instead of repeat incidents.

START WITH PART 1 OF 2 • STATE AGENCY VDI PROGRAM

State agency rescues a failed Citrix migration and stabilizes its VDI

05

Technology

Horizon 8

Horizon Cloud on Azure Gen 1

Horizon Cloud on Azure Gen 2

Microsoft Azure

FSLogix

DEM

Turbo

SentinelOne

Carbon Black (replaced)

Omnissa Intelligence

HaloPSA

Wyse ThinOS

Chromebooks

Group Policy

06 • NEXT STEP

Put the same team on your environment

Tell us what you are running and what has to change. The engineers behind this work will map the first steps with you.

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