Enabling a Hybrid Work Environment with a Truly Universal Docking Solution
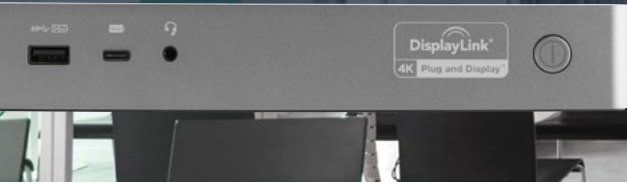
Saxion University
Netherlands

> **There was only one product that suited us and met all our demands, that was the StarTech.com dock.**

Saxion University, one of the largest institutions of higher education in the Netherlands, was looking for a one size fits all docking solution to suit its wide range of users with diverse connectivity needs. StarTech.com was able to step in with a universally compatible and flexible product that could be delivered on time and in the quantity they needed.

Saxion University is one of the largest higher education institutions in the Netherlands, consisting of 14 different academies and over 35,000 students.

With programs and academies ranging from Digital Arts to International Finance and Accounting, the technology needs and requirements for students and staff varies on a large scale.

With approximately over 3,500 employees and a large student body, Armin Tangelder, the Manager of Service Desk and Support, and his team manage an average of 4,000 support tickets every month.

In June of 2022, Saxion University was named Best Hybrid Employer in the province of Overijssel, so when it came time to upgrade Saxion's hot desk and flexible workstation docking stations, Armin knew he needed a solution that would be easy for his team to manage while also providing the best hybrid working environment for his users. Having such a large user base with unique needs meant seeking out a one size fits all solution, capable of fulfilling the requirements of programs with high technical demands like connections to multiple monitors and 3D printers, as well being suitable for the most basic applications featuring just a monitor and keyboard.

A Rigorous Evaluation & Testing Process to Find the Right Solution

As a government funded institution with strict budgets and guidelines, Saxion University developed a rigorous evaluation and testing process to ensure they were selecting a product that would last and work with their assortment of workstations.

DK30C2DPPD (North America)
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Requirements included:

- Universal compatibility and the ability to work with multiple operating systems including Windows and MacOS

- Diverse port options to enable connections to a number of peripheral devices

- Multiple monitor connections and flexibility in video output with DisplayPort and HDMI, as well as support for 4K video

- A compact design and mounting option to save desk space

- Longevity, reliability, and performance

To find the right product, the IT Service Desk and Support team requested docking station samples from multiple vendors, including two from StarTech.com:
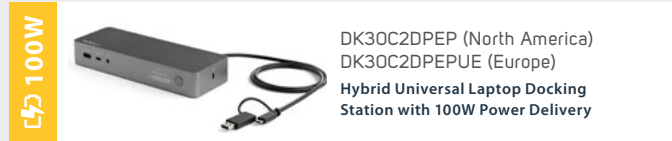
100W

DK30C2DPEP (North America)
DK30C2DPEPUE (Europe)
Hybrid Universal Laptop Docking Station with 100W Power Delivery

60W
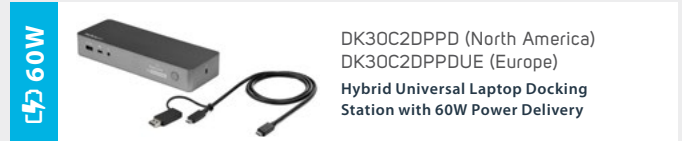
DK30C2DPPD (North America)
DK30C2DPPDUE (Europe)
Hybrid Universal Laptop Docking Station with 60W Power Delivery

The docks were then tested and evaluated based on their performance when connected to the several workstation solutions designed to mimic those of Saxion's various departments and programs. These workstation setups included a range of devices, operating systems, attachments, and monitors.

"We had about the size of a basketball court, long tables with setups and we put out most of the products that we have. We only want to use [equipment] that we can run for 5, 7, 10 years before we have to change them again, so we actually brought out everything and just started testing."

When it came time to finalize on the best and most versatile product, Armin explains:

> It needed to be manageable, uniform and to look good. And above all, availability must be guaranteed. We've got some very technical academies and they have very big demands. There was only one product that suited us and met all our demands, that was the StarTech dock.

A Universal Docking Solution Offering Flexible Compatibility

The USB-C and USB-A Hybrid Universal Laptop Docking Station holds true to StarTech.com's commitment to IT pro performance, offering the reliability and compatibility IT professionals like Armin and his team depend on. Backed by leading industry certifications including USB-IF (USB 3.1 Gen 1, USB Type-C and Power Delivery), VESA DisplayPort and DisplayLink, this dock offered Saxion University a universal solution that would support employees and students using the latest USB-C and Thunderbolt™ 3 laptops, while also being compatible with older USB-A devices. The wide range of academic programs offered by Saxion

University also meant that employees and students were not standardized on one device. This dock helped enable a truly hybrid environment, supporting any operating system Saxion's academic programs and users preferred, including macOS, Windows®, and Chrome OS™.
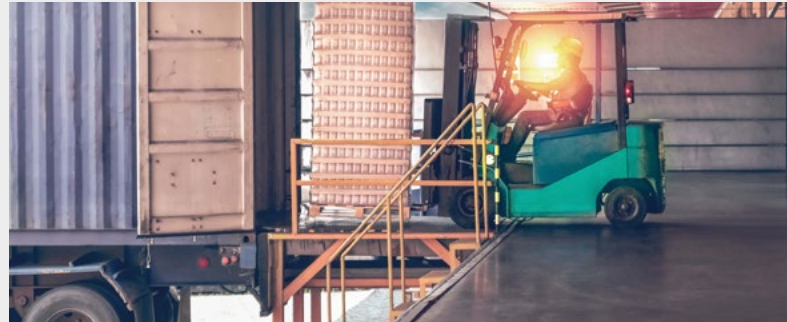

StarTech.com

For users working on-the-go, having a reliable power source available, capable of charging laptops to full power, was a must-have, while a diverse I/O profile, and flexible monitor configurations (single or dual monitor output, 4K, 5K, HDMI, and DisplayPort) meant all workstations could be fully equipped with the necessary peripherals. Support for multiple displays when using

Apple M1 or M2 MacBooks also ensures all users and devices can access the full features of the workstations Armin and his team setup. To top it off, the Hybrid Universal Laptop dock also offers enhanced security, featuring VESA pattern mounting holes providing the option to mount the dock and secure it to a monitor or desk, critical in a hot desking environment.

Immediate Availability for Smooth Deployments

After finding the perfect solution, the next obstacle was trying to fill a nearly 2,000 unit docking station order during a period where there was an industry-wide shortage of docks due to global supply chain issues

> The market was kind of empty," explains Armin. "[StarTech.com] pulled through delivering the products we needed and couldn't get anywhere else.

StarTech.com works to ensure that IT professionals have the products they need, where and when they need them, for a reliable solution fast. This meant Saxion University's order could be filled and delivered on time, so that workstations could be built, and students and employees could remain productive while on campus.

Offering an Easy and Reliable Solution to Meet the Rigorous Performance Requirements of an IT Pro

Hard-to-find made easy is not just a slogan, it's a principle StarTech.com operates by. It means developing products that make the lives of IT professionals easy, whether that's through making it easy to find the product you need, providing the right information to make it easy to implement, or making the product easy to use so that IT professionals and their teams aren't bogged down with support requests. For Saxion University, the Hybrid Universal Laptop Docking Station checked all the boxes.

For a team of seven that averages 4,000 support desk tickets a month, having a product that just simply works and is easy for users to understand is critical to managing and limiting IT support. "If you give them one little connector and say, just put it in your laptop, it will work and it works, people are happy to see that. And that's what StarTech.com's dock did," explains Armin.

> " This creates happy people, and happy people means happy support people. So that's good for me. "

Since implementing the StarTech.com Hybrid Universal Laptop Docking Station into Saxion University's hot desks and flexible workstations, the Saxion Support Desk has not experienced the influx of tickets that can at times be expected after a mass deployment. Today, employees and students are able to work and remain productive while on campus at fully equipped workstations, and Saxion University can confidently trust that they've deployed a product that is reliable and backed by industry certifications, an award-winning support team, and a lifetime support guarantee.

DK30C2DPEP (North America)
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> " It's just an honest product. It delivers what it says, and that for us is key. "
> – Armin Tangelder
> Manager of Service Desk and Support at Saxion University

StarTech.com was able to deliver a docking station that met the compatibility, power, flexibility, and timeline requirements of Saxion University. With the support of channel partner Dustin and StarTech.com's Sales and Product teams, Armin Tangelder and his team were able to design a solution that will fit the needs of Saxion University's 14 academies for years to come.

Learn more about StarTech.com Laptop Dockings Stations:
www.startech.com/docking-stations