



Case study

Education

If at first you don't succeed...

Xtravirt's VDI Health Check service makes an ailing desktop virtualisation solution fit and well again



The customer

One of the UK's most respected private colleges. Comprising seven schools plus a world-class conference centre, within a London campus, catering for undergraduate and postgraduate's.

The challenge

Having completed a successful Citrix XenDesktop pilot the customer had begun to scale out to full production, but soon started experiencing performance issues and loss of service. Logon time was excessive at over 4 minutes.

Xtravirt were recommended to the customer to assess the issues based on their specialist skills and proven experience. Xtravirt's proven approach and methodology was implemented to allow the issue to be managed to resolution.



The solution

A Xtravirt Health Check service was performed to understand the environment, technologies and interfaces being utilised.

Stakeholder and customer interviews were conducted to understand the issues and challenges faced by the IT department and the end user.

Metrics were gathered from various aspects of the solution to determine bottlenecks and a remediation plan defined and delivered.

Several key areas to improve were defined across a number of components, including storage, Active Directory, DNS and XenDesktop.

Once remediated, the improvements were significant, and the customer was able to start to realise the investment in their new generation desktop infrastructure.

We partnered with:



Project at a glance



Requirements

- Identify performance bottlenecks
- Identify infrastructure improvements
- Deliver an action plan for remediation

Solution

- Identified the storage as the key bottleneck
- Deployed Hypervisor improvements to improve storage throughput, fault tolerance and availability
- Captured virtual desktop metrics to produce accurate resource requirements for both the Hypervisor and SAN, allowing the correct amount of IOPs to be delivered to virtual desktops
- Delivered core infrastructure improvements for data storage, AD & DNS
- Delivered Web Interface and XenDesktop improvements to improve fault tolerance, load times and reduce XenDesktop to Hypervisor errors
- Updated Citrix Policies to improve HDX performance and allow Flash and Windows Media redirection to endpoints

Results

- All single points of failure removed from environment
- Logon times reduced to under 50 seconds from 4 minutes
- Infrastructure improvements increased stability



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Consultant commentary

“Xtravirt’s proven experience in the EUC landscape led to accurate and speedy resolution of the customer’s performance and infrastructure challenges.”

Darren McDonagh, Senior Consultant, Xtravirt

The results



- Accurate troubleshooting lead to storage being identified as the main bottleneck
- All aspects of the infrastructure were considered and led to multiple improvements and better cooperation between infrastructure teams
- The design was reviewed and infrastructure improvements made to leverage all fault tolerance and high availability features available to the customer
- Key components were corrected to remove broker-to-hypervisor errors, reduced failed operations and inconsistencies
- Accurate resource requirements were gathered to show the correct level of hardware required to support the planned number of users
- Citrix policies were tuned to reduce the virtual desktop I/O and offload media processing to capable endpoints

About Xtravirt

Xtravirt is a leading, independent provider of enterprise virtualisation solutions. We deliver data centre, workspace and cloud transformational solutions to clients across public and private sectors, both in the UK and internationally.

Our consulting organisation is recognised globally for contributions to industry and community development which, combined with our astute management, methodology and proven track record, provide unsurpassed value to our customers.

Please visit our case study library at xtravirt.com where you can read more of our success stories.

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