



## Case study

Finance

# Scalable EUC platform for globally distributed staff

Centrally managed desktop and application platform increases productivity and drives savings for fund administrator

### The customer

This organisation is the one of the largest independent private equity and real estate fund administrators in the world, administering over 350 funds on behalf of more than 150 clients, and servicing over 9,000 investors of all sizes based in more than 100 countries. They have 400 staff in 10 offices across North America, Europe, Africa and Asia.

### The challenge

The customer wanted to create an end user computing (EUC) platform with a focus on standardisation and scalability for all users irrespective of their location. Challenges included:

- Approaching end of life Microsoft operating systems
- Legacy Citrix Presentation Server version unable to scale, and out of version support
- Unsatisfactory end user experience with long login times
- Procurement of standard desktops and support of local and distributed rich client infrastructure
- Sub-optimal disaster recovery capability

Internal teams were at capacity supporting day-to-day IT needs, so Xtravirt was selected to deliver the project based upon its flexible approach, ability to adapt to unknown factors, value for money, and demonstrable subject matter expertise.

### The solution

Some limitations were presented through the customer's requirement to reuse and recycle as much of the existing server and desktop estate as possible; however, Xtravirt added value through refining requirements for specific software editions, and assessing results of PoC testing.

The solution assessed, recommended and implemented by Xtravirt incorporated:

- IGEL Universal Desktop Convertor (UDC) to transform the existing PC hardware into a centrally configured and managed thin client device running an IGEL Linux operating system, including IGEL UDC media pack for multimedia acceleration
- Citrix XenDesktop 7.6 Enterprise Edition with shared hosted desktop and published applications, scaled using Citrix Machine Creation Services
- Virtualised Windows persona solution in conjunction with RES Software Workspace Manager 2014 independent of Microsoft Windows Profile, re-architected as a hybrid of mandatory and roaming profiles to retain specifically configured data for each user, and aligned to a design feature of Citrix XenDesktop
- Microsoft SQL Server 2008R2 Mirroring for highly available and fault tolerant database solution

Xtravirt also designed and implemented a migration strategy for existing PC devices, and a zero-touch configuration for converting them to the new solution. The Xtravirt project team allowed the project to be successfully completed while the customer's IT staff were able to maintain their focus on supporting the business, until the solution was fully deployed.

## Project at a glance



### Requirements

- Produce modern standard, scalable desktop platform
- Ensure great user experience for globally distributed staff

### Solution

- IGEL Universal Desktop Convertor with media pack
- IGEL Linux operating system
- Citrix XenDesktop 7.6 Enterprise Edition
- Virtualised Windows persona solution with RES Software Workspace Manager 2014

### Results

- New, centrally managed client with zero-touch configuration and easy deployment onto all hardware
- Scalable EUC platform using current and supported technologies
- Faster logins for all users, retained preference settings and simplified support to increase productivity



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#### The results

The VDI upgrade recommended and implemented by Xtravirt led to an efficient purchasing strategy, with savings in the tens of thousands of GBP. This then permitted a cost-effective upgrade of VMware host memory, CPU upgrade, and additional SAN storage.

The IT benefits included:

- Standard EUC platform for desktops and applications, scalable to many more users to cater for future demands using current and supported Microsoft and Citrix technologies
- Centrally managed standard client able to be deployed onto existing or new PC hardware or purpose-built hardware
- Simplified operating system, centralised management and zero-touch configuration for distributed endpoint/client infrastructure
- High security at login through Private Key Infrastructure (PKI) to enable encryption of user credentials

The user improvements included:

- Easy login – when connected to the network IGEL devices automatically receive an appropriate configuration with no user or administrative intervention required
- Client endpoint start-up and shut down times greatly improved, especially for loading roaming profiles
- User printer setting preferences retained irrespective of using mandatory or roaming user profile
- More resources available per user through memory, compute and storage upgrades
- Simplification of end-point support increased user productivity

#### 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](http://xtravirt.com) where you can read more of our success stories.

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