xtravirt

Case study
Legal

Empowering enterprises and liberating employees

Regaining control over the desktop, applications, profile and data of users in any office

Wragge&Co

The customer

The AppSense mission is to empower enterprises and to liberate employees while providing the appropriate levels of governance and security. Their vision is a people-centric world, where technology is a transparent enabler of productivity.

The challenge

The end customer's 1,100 staff, including 126 equity partners and 500 lawyers, advise on deals, projects and disputes. In 2011 it began planning and testing to upgrade its client computers to the Windows 7 operating system, and it became apparent that this migration could be a risky and expensive proposition.

One of the objectives identified by the support staff was the ability to regain control over the desktop, applications, profile and data of users in any office, as this was in most cases a locally managed solution that did not provide the management layer required.

They required a solution that would accelerate the migration exercise and help standardise the Windows 7 desktop.

The solution

Several products were trialled and AppSense was chosen because of its:

- ability to capture existing profile and application data and allow the customer to seamlessly migrate to the Windows 7 platform

- minimal administration
- low desktop management costs
- improved security

From the initial engagement and guided workshops, Xtravirt demonstrated that the AppSense Management Suite would meet all current migration objectives to the Windows 7 platform. A summary report on the end user environment was produced, along with recommendations on how to best move forward with this user virtualisation deployment, fully drawing on Xtravirt's experience of this type of solution.

Xtravirt prepared a proof of concept environment to demonstrate the management, policy and personalisation features of the product, followed by a design which detailed the logical placement of core AppSense services and high-availability requirements, ensuring that the environment was robust, fully resilient and recoverable in a disaster scenario.

The environment was then deployed and tested within the primary data centre. Part of this exercise included service failover testing, which verified the AppSense system's ability to continue operations while the service capability was being transferred to the failover server.

Finally, Xtravirt migrated legacy settings from logon scripts and Active Directory into the AppSense Management suite, set to become the central management point for all of the customer's desktop devices.

Project at a glance

Requirements

- Reduce Windows 7 migration risks
- Move away from legacy scripts and bloated user profiles
- Centralised management of user and environment settings

Solution

- Discovery and assessment
- Detailed design including high availability
- Deployment and testing

Results

- Improved Windows 7 deployment times
- Greater control of company-wide application license usage
- Faster transition to VDI and BYOD projects
- Improved service levels

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The feedback

"From start to finish, Xtravirt helped the customer realise the benefits of user virtualisation, not only for faster migration but also to enable an improved desktop service for their users."

Nigel Wilson, Corporate and Channel Sales Manager, UK and Ireland, Appsense

The results

- Increased service levels, as less time was spent resolving complex user profile and data issues

- Windows 7 Deployment time was reduced through removal of complex profile and data migration tasks

- A standardised desktop with incorporated personalisation settings that follow the user from device to device

- The customer has achieved a much needed and simplified management platform which enables helpdesk staff to manage both user policy and personalisation from a single console

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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