



Reducing Cost with AppSense:

## Reducing user logon times in virtual environments

Lengthy logon times not only cause user dissatisfaction, they also contribute to loss of user productivity. Based on Gartner figures, just a 3 minute logon process will cost an organization approximately \$800 per user in non-productive salary over 3 years, equating to around 30 hours of lost productivity per user. How long is your users average logon time? There could be huge savings to be made.

A major cause of long logon times are unnecessarily large user profiles being loaded wholesale into the user session at logon. AppSense technology prevents the need for the whole profile to be loaded at logon, thus significantly speeding up user logon times.

AppSense Environment Manager streams in user settings on demand as they interact with their desktop session and applies user personalization to applications as they are launched. By selectively loading in settings required to set up and personalize the initial desktop, no application settings need be transferred across the network and into the user session as part of the logon procedure. With this new approach to user personalization, network traffic is reduced, user logon times are shortened and profile stability is increased.

In addition to reducing the amount of user data loaded at logon, AppSense Environment Manager applies policy actions - such as group policies and mapping drives and printers - on demand rather than at logon, further reducing logon times. Finally, using AppSense technology, user logon policies execute in parallel by using multi threaded processes as opposed to executing logon actions sequentially.

Based on extensive customer feedback AppSense Environment Manager has been found to reduce user logon times from 3 minutes to 30 seconds. This results in a saving of \$841 per user over 3 years, or in terms of productivity, 30 hours per user over 3 years. AppSense Environment Manager has return on investment period of 4 months, which means the organization save \$8 for every \$1 spent.

### Conexus Credit Union Slashes User Logon Times by 99%!

“ Our pilot with AppSense Environment Manager demonstrated to us that we could keep the central management of profiles and reduced logon times from seven minutes to six seconds. That is a 99% reduction! It was so astounding that we stopped the pilot immediately and rolled it out across the board. ”

Trevor Allen,  
Supervisor of Infrastructure Services,  
Conexus Credit Union.

### Efficiency in Terminal Server Environment for Royal London

“ The AppSense Management Suite has delivered the performance improvements and cost savings we asked for while increasing productivity. It is rich with helpful technology and I know there are more benefits to come, but really impressed with what we have been able to achieve so quickly. ”

Spencer Taylor,  
Projects and Governance Manager,  
Royal London Group

### KEY FEATURES

- > Dynamic Profile Streaming
- > Application-Level Profile Management
- > On demand policy and parallel execution
- > Can be used on Terminal Server / Citrix XenApp, VMware View, Citrix XenDesktop as well as physical PCs

### KEY BENEFITS

- > Significantly faster logon times
- > Reduced cost in support calls
- > More satisfied, productive users
- > No need for multiple point solutions, one technology for all platforms

**User Profile Migration**

Quickly and easily migrate user profile data between desktops. Users can be migrated from PC or server based computing environments to virtual desktops without having to re-create personalization settings. Profile data can also be migrated between operating systems and applications enabling rapid desktop upgrade.

**Personalization Streaming**

Rather than loading and unloading large amounts of profile data at logon and logoff, which increases logon times and risk of profile corruption, AppSense Environment Manager streams portions of the user profile in response to user actions. Policy and personalization is applied to the environment as applications and operating system features are used. A 'virtual personalization cache' is located within the logged on user session that stores changes to an existing profile. These changes are saved locally during the session and synchronized to the central store at application shut down or session logoff. Application personalization settings can then be shared across open concurrent sessions, independent of application delivery mechanism.

**Application-Level Personalization**

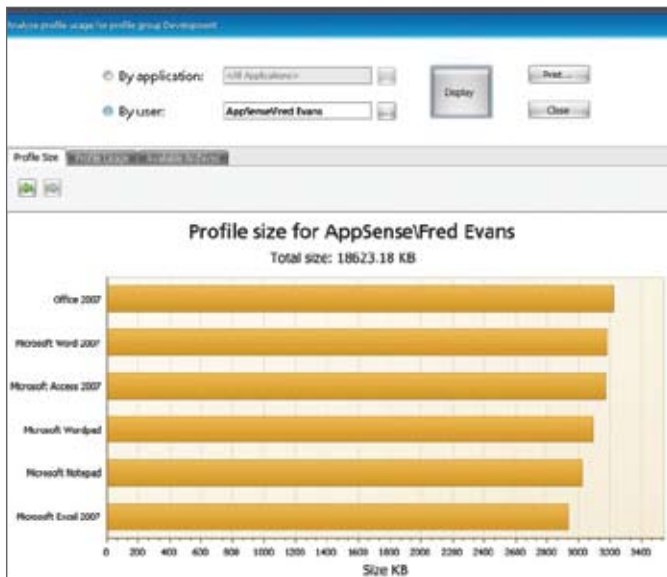
Personalization settings are managed and streamed at the application level, reducing profile size and enabling independent management of user profile data on a per application basis. Applications can now be upgraded or swapped out with no impact to the user experience since the application profile data is managed separately from the application itself.

**Personalization Rollback**

One of the most common and time consuming tasks for IT support is resolving profile related support cases. When profile corruption occurs, users are unable to work effectively and often complain that 'it worked yesterday'. Incorrect, damaged or corrupt profiles are typically dealt with by resetting the profile and having the user rebuild their personalization settings from scratch. Reduced support costs and time to repair damaged profiles can be realized by taking scheduled snapshots of the profile and if required, 'rolling back' to a previous known good profile for a user on a per application basis.

**Offline Mode**

Both policy and personalization data is accessible to the user in a disconnected state. For example, if a user accesses their desktop and applications via server based computing or a virtual desktop when connected, all desktop and application level personalization settings are available locally when the user is off-line. The user now has a fully portable personality, which is re-synchronized with the latest settings when the user comes back online.



**Personalization Analysis**

A rich and interactive set of reports and graphs provides visibility into personalization activity across the server based computing and virtual desktop environment. Based on an individual user, group or application, personalization analysis can identify trends in profile use and potential bottlenecks, enabling extraneous data to be omitted from the user profile where necessary.

**Triggers, Conditions and Actions**

Define events that are used to implement business policies. Actions can be triggered to apply under different scenarios including startup, shutdown, logon, logoff, process start, process stop. Additionally, conditions can be applied which enable actions to be executed based on who, where from or how a user is connecting to the endpoint or application. Conditions include Directory Membership, User, Computer, Session and Client based rules. Actions resulting from these triggers and conditions include file, folder, registry, ADM, drive and printer mappings. By easily manipulating these triggers, conditions and actions an administrator can quickly implement business policies which can be shared and utilized across operating system boundaries and different application delivery mechanisms.

**Self Healing**

Automatically self heal files, registry items, services and processes, in real-time, to prevent user introduced changes or actions from compromising system integrity.

**AppSense Configuration Templates**

Take full advantage of pre-built corporate policy best practice by importing AppSense Configuration Templates. AppSense Environment Manager is able to import an unlimited number of configuration files and use these configurations in combination. A selection of these templates, such as 'Default Outlook Profile', 'MS Office feature lockdown' and 'XP Control Panel Item Removal' are available from [www.myappsense.com](http://www.myappsense.com). This policy template library is maintained and updated frequently.

**Accelerate Microsoft Vista Migration**

AppSense Environment Manager can also be used to help migrate users to Microsoft Vista from previous Windows versions. Using AppSense Environment Manager's profile migration capability, all aspects of the user can be extracted from an existing OS and application set and re-applied to the upgraded Microsoft Vista desktop, providing a seamless experience to the user and eliminating the need to re-personalize and troubleshoot the new desktop.



AppSense Management Suite is used in server based computing environments such as Microsoft Terminal Services and Citrix XenApp, and is also used in hosted virtual desktop environments and local PCs to ensure users receive a consistent, predictable and responsive working environment.



To learn more about AppSense Management Suite, please visit [www.appsense.com](http://www.appsense.com)

