



Reducing Cost with AppSense:

Reducing user profile remediation costs in virtual environments

Remediation of corrupt user profiles is an unnecessary and time-consuming IT task which also impacts business through loss of productivity. In virtual environments, the user profile is typically managed by IT, and since the user profile has a direct effect on the user's working experience, the time during which this file is corrupt results in a double-impact to the business.

In most organizations, IT will spend a pre-determined length of time troubleshooting and fixing a corrupt profile. After this time the profile is usually deleted, requiring the user to 're-personalize' their workspace, which is also a time-consuming and costly exercise - not to mention the reduced user satisfaction that results.

AppSense Environment Manager significantly reduces the time taken to resolve profile corruption through the use of profile rollback technology. Snapshots of a user profile are taken at an application level on a scheduled basis and stored in a database, ready to be used as potential restore or fallback points. Rollback enables the administrator to restore application settings to the last known good (e.g. yesterday) in just a couple of clicks.

Based on extensive customer feedback, a profile related support call will typically take 3 hours to troubleshoot, reissue and rebuild. Using analyst figures for average IT and employee costs, the total cost to the business to resolve one corrupt user profile is \$274. For an organization with 2,000 users experiencing 1 profile corruption per year, this equates to an annual cost of \$549,096, or \$45,758 per month.

Using AppSense technology to reduce the time required for profile remediation saves significant amounts off the bottom line, frees up the support desk to focus on higher value business projects, reduces the requirement for additional staff, improves user productivity and reduces overall operational costs. From customer feedback, AppSense Environment Manager takes the average cost of a profile related support call from \$274 to \$15 by reducing a 3 hour profile resolution to just 15 minutes, a reduction in cost of 95% per support call.

Akibia Eliminates Profile Problems & Support Costs

“ AppSense Environment Manager eliminates problems associated with Roaming Profiles and enhances the user experience across Terminal Services. From a peak of a rebuild every three weeks, we have just passed 6 months without having to give it a thought.”

Marty Stenius, IT Operations Manager,
Akibia

Royal London Group Cut Cost & Increase Productivity

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

Spencer Taylor,
Projects and Governance Manager,
Royal London Group.

KEY FEATURES

- > Profile Rollback
- > Application-Level Profile Management
- > Central Management of Policy and Personalization Settings
- > Can be used on Terminal Server / Citrix XenApp, VMware View, Citrix XenDesktop as well as physical PCs

KEY BENEFITS

- > Almost instant remediation of corrupt profiles
- > No need for re-personalization
- > More satisfied, productive users and re-focused IT staff
- > 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

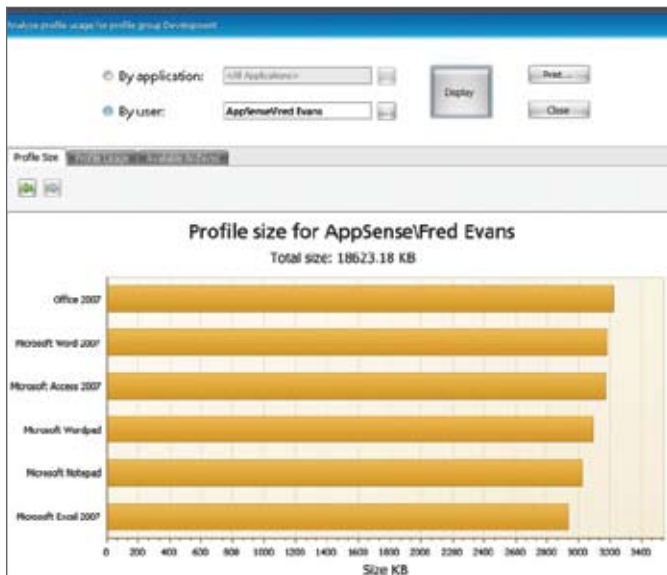
Personalization settings are managed and streamed at the application level, reducing profile size and enabling independent management of user profile data on a per application basis. Applications can now be upgraded or swapped out with no impact to the user experience since the application profile data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

