

Case study

## Alstom feels the power of AppSense



**“We have been using AppSense Application Manager for over three years, but with the move towards ‘pay as you go services’ and web based portals, the additional benefits of Performance Manager and Environment Manager enable us to provide a further level of commercial quality of service and maintain cost effectiveness.”**

Rob Jones,  
IT Services Development Director

### Background

ALSTOM is a global specialist in energy and transport infrastructure, employing over 76,000 people worldwide, with sales of €16 billion per annum. ALSTOM serves the energy market through its activities in power generation, power transmission and distribution, and transport through its activities in rail and marine.

ITC - Information Technology Centre - is the division within ALSTOM that was set up to provide application delivery to its users and external customers. ALSTOM's experience in thin client technology, which led them to build their own internal Application Service Provision service.

“We want to provide professional services that we can plug in and forget about. High quality, stable services that require very little ongoing maintenance and management” says Rob Jones, IT Services Development Director.

### Delivering a high quality service to their customers

“With AppSense Application Manager our users are prevented from running unauthorized applications, which gives us a massive amount of control over our environment.”

AppSense Performance Manager also plays an important role within ALSTOM's service platform that ensures applications don't run away with resources.

“Many applications such as Excel and Lotus Notes are very demanding on our systems and have noticeably degraded the quality of service to users in the past. We are now working to commercial SLA's with our customers, so by using AppSense Performance Manager we can be confident that everyone gets an equal share of the service they are paying for and that performance is at an optimum”, says Jones.

“This suite of tools gives us the ability to provide the added value, high quality touch to our service, which we believe is so important. Offering utilities that, for example, proactively communicate the quality of a users connection or service, printer manager control for roaming users, the ability to remove controls within applications that don't support policies - and much more”, explains Jones.

“The AppSense Management Suite has basically enabled ALSTOM to keep using Citrix technology, leaving nothing to chance. Without it, it would be very difficult to use the technology at all”, concludes Jones.



### Challenges

- Increased demand for high quality, stable services with minimal ongoing costs

### Solution

- Deployment of the AppSense Management Suite to the Citrix environment

### Benefits

- Consistent and predictable user experience and responsive applications
- Granular control of application usage
- Simplified management and development of the IT environment