

Case study

## British Energy turns to AppSense to personalize the user environment



**“AppSense has enabled us to achieve full user adoption of Citrix as well as 20% improved server efficiency. We also have control over our most resource intensive application.”**

Stuart Wilshaw  
Wintel Application Team Member

### Introduction

British Energy Group is the largest producer of electricity in the UK and has built a reputation for operating one of the most reliable nuclear reactors in the world. The company is responsible for providing one sixth of the country’s energy via its eight nuclear power stations and one coal-fired plant. With 6,000 employees across the UK, British Energy is a FTSE100 company.

### Background challenges

British Energy Group’s large operations and international reputation require certain groups of employees to work remotely, managing overseas projects or travelling around the country to business meetings. However, restricted by extensive legislation from the Office of Civil and Nuclear Security (OCNS), British Energy was unable to provide remote access to business applications such as Microsoft Office or Oracle systems.

Stuart Wilshaw, Wintel Application Team Member comments, “The OCNS legislation is designed to protect essential energy providers from security breaches and acts of terrorism and as such it is incredibly tight. We have to keep our systems locked down much more than most organizations.”

The inability to access applications remotely impacted on British Energy’s productivity and market response times and with a new CEO on board, the IT department was tasked with finding a way to provide remote access, while complying with the essential security legislation.

Wilshaw explains, “From an initial VPN pilot, which quickly proved to be too clunky for use, we turned to Citrix. It delivered the remote access we needed and sailed through OCNS accreditation.”

However the Citrix environment brought its own challenges. British Energy had trouble with roaming profiles corrupting, requiring frequent resetting. Additionally, with all applications now running within Citrix, British Energy was struggling to control access policies and the servers were not able to allocate resources appropriately.

Wilshaw explains, “With over 800 remote users on 125 Citrix servers, it only takes one user accessing one resource intensive application and we get complaints other users are affected with slow logon times and interrupted application sessions. We have a project planning tool which, although mission critical for us, causes undue trouble because of its server resource requirements.”

The final problem was that within Citrix, all users had standardized desktop sessions, meaning all employees working within Citrix have access to the same applications. It did not allow users to personalize their desktop session in any way. Wilshaw explains;

“The sessions are identical, which means you may have access to applications that you do not need or that are not relevant to your position. That is when we turned to AppSense Environment Manager.”



## British Energy

### Challenges

- Optimize remote access over Citrix
- Control resource hungry applications
- Allow for personalized user environment

### Solution

- AppSense Performance Manager
- AppSense Environment Manager

### Benefits

- Maximum use of server resources
- Improved login and application response times
- Application resource control
- Optimized user experience

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#### **The introduction of AppSense**

British Energy installed AppSense Environment Manager as a solution to the personalization requirements and AppSense Performance Manager to address the resource hungry applications.

AppSense Environment Manager takes all the user’s settings and manages that information independent from the session. When a user accesses a desktop session on any device, including a mobile device through the Internet, information about that user is streamed in to the session on-demand. The user sees a consistent desktop, fully personalized to their own preferences without the need for cumbersome profiles or complex scripting.

AppSense Performance Manager optimizes application and user environments to ensure maximum hardware utilization with an optimal, consistent quality of service. Using AppSense Performance Manager British Energy was able to identify the hungry applications and limit the resource available to them, ensuring there is always enough capacity for every user on the server.

Wilshaw comments, “I was amazed by how much logon times improved. They are a lot quicker and the application profile performance has improved by an estimated 20%. Even better, even with our most resource intensive application we can now get an extra user onto each Citrix server - six up from five - which is 20% improvement on server utilisation too.”

British Energy has big plans for the future and Wilshaw is anticipating that AppSense will continue to meet their needs, “We are now looking to use AppSense Application Manager to build even tighter controls around which users are allowed to access which applications. This will remove the possibility of a user logging onto the wrong database, which is important to comply with regulation protocols. AppSense Application Manager will also help us with our planned server spring clean - removing all the executables that users have downloaded - and we expect that to have a good impact on performance too.”

#### **About AppSense**

We are the leading provider of user virtualization technology to enterprise organizations. User virtualization is a way of managing user-specific information independent of the desktop, and applying this information into any desktop (local install, virtualized, published, streamed etc) on-demand. This enables IT to standardize the desktop build, automate desktop and application delivery, and migrate users to new desktops – all while ensuring the user experience is seamless, personal, predictable and easily manageable.