

Case study

## Global leader in public health selects AppSense to provide seamless and personal user experience across physical and Citrix virtual desktops



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Lee Eilers,  
Remote Access Services team lead



### Challenges

- Seamless user experience across all physical and virtual desktops
- Increase manageability of the desktop
- Support remote workers
- Roaming profiles

### Solution

- AppSense Virtual User Infrastructure technology

### Benefits

- Increased desktop manageability
- Increase in flexibility for remote workers
- Eliminated roaming profiles
- Decreased logon times

### Introduction

Centers for Disease Control and Prevention (CDC) descended from the World War II wartime agency Malaria Control in War Areas in 1946. Originally focused on fighting malaria, the CDC is now the nation's premier health promotion, prevention and preparedness agency.

With over 18,000 employees stationed in more than 25 countries, the CDC is at the forefront of public health efforts to prevent and control infectious and chronic diseases, injuries, workplace hazards, disabilities and environmental health threats. Currently, the CDC is focusing on becoming a more efficient and impactful agency by focusing on five strategic areas: supporting state and local health departments, improving global health, implementing measures to decrease leading causes of death, strengthening surveillance and epidemiology, and reforming health policies.

### Background challenges

CDC employees, including scientists, biologists and epidemiologists frequently travel to and work from remote locations, during this time they require access to resources including their corporate desktop, applications and data. To address this need, the Remote Access Services team at the CDC developed CDC Information on the Go! (CITGO). The system is based on Citrix XenApp servers virtualized with Citrix XenServer. With over 10,000 unique users accessing the system every month, roaming profiles became a bottleneck, especially during periods of high system utilization. In addition to ensuring performance and access to CITGO, the CDC is also fully committed to 'going green' which has meant that more and more employees are working from home and need to have the same user experience whether they are working at home or in the office.

“Users were experiencing a lot of issues with roaming profiles during high-load events and logon times were impacted as a result,” said Lee Eilers who is responsible for the virtual desktop environment at CDC and is the Remote Access Services team lead for CDC. “Additionally, our users tend to move locations more frequently than the average corporation user, often working from home or another remote site. It became obvious to IT management that we needed a user virtualization solution that could not only eliminate roaming profiles but also deliver the same personal experience from any accessing device.”

### Introduction of AppSense

Since they installed AppSense in 2005, the CDC was already familiar with the company when they started their search for a user virtualization solution.

“We had been using AppSense for several years, and were already impressed by the comprehensive approach that the solution took,” stated Eilers. “AppSense is the market leader in the user virtualization space so it was an easy decision for us. We evaluated other products but AppSense was really the only solution out there that could scale and do what we needed. We knew AppSense was the right approach to deliver the best experience for the user and the best way for our IT department to manage the system.”

The CDC also chose AppSense due to its universal support and ability to seamlessly integrate with Citrix XenDesktop and Microsoft App-V.

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#### **Benefits of AppSense**

The main benefit the CDC will receive with AppSense is the consistency of the user experience across all desktops and devices. AppSense technology allows CDC employees to be more agile and more productive since settings remain consistent across all desktops.

In addition to eliminating the need for roaming profiles, AppSense is also helping the CDC reduce logon times and lock down the desktop to increase security, and give IT more control without affecting the end user experience.

“The user virtualization solution from AppSense gives us strong platform control and does the heavy lifting with its Active Directory and group policy features,” stated Eilers. “It allows us to easily modify group policy without the infrastructure needing to catch up to the changes that were made, while also giving us the troubleshooting and implementation capabilities that we were lacking with our previous group policy setting. Policy management is extremely critical to us since such a large portion of our information is confidential and we must provide and control access based on department, role, location and individual levels.”

Additionally, AppSense supports CDC’s sustainability efforts to reduce energy use, greenhouse gas emissions and traffic congestion by making it easier for employees to work remotely.

#### **Future plans**

The CDC will deploy AppSense on all physical desktops by the summer of 2011, making the roll out on all user-accessed devices complete.

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#### **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.