

Case study

Chandler Macleod recruits AppSense user virtualization platform



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Dave Thomas,
CIO, Chandler Macleod

Background

With a broad network of offices and 2,000 staff operating throughout Australia and New Zealand, Chandler Macleod is recognized widely as one of Australasia’s largest and most successful recruitment and human capital management companies. Contributing significantly to the ongoing success of the organization is an IT infrastructure based on a Citrix thin client model that depends on AppSense Management Suite as one of its core server management and security components.

“The AppSense solution has given us the assurance that there is no possibility of one of our users introducing - either intentionally or unintentionally - an executable file to the network,” he says.

By using AppSense Application Manager Thomas established an effective block against any unauthorized application being run or even installed. If a user or process attempts to run such an application, AppSense Application Manager logs the event and prevents the “rogue” application from running.

Maintaining a stable Citrix environment

According to Chandler Macleod CIO, Dave Thomas, “The goal then,” he says, “was to minimize the number of servers we needed for our network. AppSense Management Suite was so effective in helping us fully utilize each server, that we needed around 25 per cent less servers than would otherwise have been the case.”

While the price of server hardware has dropped over the years, the costs associated with managing and protecting those servers is - in most cases - just as high, if not higher. So, even though AppSense Management Suite still plays a crucial role in maintaining a cap on the required number of servers within Chandler Macleod, it has taken on numerous other roles that are delivering major cost and security benefits.

On the all-important issue of security, Thomas’ attitude is that protection from internal threats is every bit as crucial as addressing those from external sources.

Minimizing software licensing costs

In discussing the various benefits afforded Chandler Macleod by its AppSense Management Suite implementation, Thomas is quick to highlight the issue of desktop software licensing.

“One of the main software licensing problems facing every Terminal Server/Citrix site is the typical requirement for each application to have the same number of licenses as there are devices which have access to the server on where the application resides. This is the case even if only 10 users have authority to use the application. In a server farm environment where anywhere up to 750 devices have access and there are approximately 25 applications, the cost of maintaining software license compliancy could be literally staggering.”



Challenges

- Chandler Macleod established a goal of minimizing Citrix server numbers and management overheads.

Solution

- AppSense Management Suite deployed to each of the company’s Citrix servers.
- AppSense Application Manager configured to maintain strict compliance with software license requirements.

Benefits

- 25 per cent reduction in the number of required Citrix servers.
- Additional security resulting from the inability of any unauthorized user to introduce executable files to the network.
- Greater control of software license compliance.

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Being approved by Microsoft and other software vendors as a preferred means to exercise license control in a Terminal Server/Citrix environment, AppSense Application Manager ensures Chandler Macleod's desktop application licensing costs accurately reflects the number of authorised users.

“If we were not to use AppSense Application Manager, we'd be faced with either one of two somewhat unattractive alternatives,” Thomas says. “The first one would be to abide by licensing requirements, which would be cost prohibitive; and the second would be to disregard the licensing requirements, which would put us in situation of non-compliance.

“Essentially, AppSense Application Manager gives us the ability to control the users and devices that have access to specific applications, thereby avoiding the purchase of an enormous number of superfluous licenses. Added to this, because AppSense Application Manager knows how many licenses there are for each application, it will refuse to serve the application if a user request puts it over the limit.”

Proven quality of service

As part of Chandler Macleod's regular checks on the suitability and benefits of its incumbent software, Thomas commissioned a study to be done on the effectiveness of AppSense Management Suite. The study involved taking numerous system performance and personnel workload measurements relating to server management, switching off the AppSense solution completely, and then taking those same measurements over a period of several days.

“The results really spoke for themselves,” Thomas says. “Without the AppSense solution, server performance really took a nosedive. Applications were suddenly allowed as much CPU utilization as they wanted and every instance of an application being run required individual DLLs to be loaded; our IT support people were dealing with constant complaints about system slowdowns.”

“Once we switched AppSense back on, those problems simply disappeared. And this, along with application licensing and security” Thomas continues, “is precisely why with an IT infrastructure update and overhaul project about to commence, AppSense will definitely be staying as part of the Chandler Macleod server environment.”

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.