

Case study

## AppSense puts Citrix servers in top gear



**“AppSense Performance Manager within a Citrix server environment is a must!”**

Bertil Andreasson,  
Technical Manager, Daimler Chrysler

### Background

Daimler Chrysler is a major importer of some of the world’s leading car manufacturers, such as Mercedes Benz, Jeep and Smart.

The company employs around 650 people across Sweden and Denmark, and of those employees, 350 to 400 users take advantage of the services the organization provides via a Citrix farm.

### Finding the cure to poor performance

For over 6 months Daimler Chrysler had been suffering poor performance on their Citrix farm. Users would experience applications freezing, often taking considerable time before being available for them to use again. This was not only irritating for users but costly for the organization in terms of lost productivity, while applications came back on line.

Bertil Andreasson, Technical Manager for Daimler Chrysler said, “The issue lay with the halting of the spooler service, and having to restart the service many times. If we did not identify this very quickly, our users would suffer extremely bad performance, which was not acceptable to us.”

### Improving accessibility, ensuring stability

Daimler Chrysler work closely with their technology partner, Virtus Consulting in Sweden, who recommended AppSense Performance Manager as a solution.

“I have found no similar product in the market place to AppSense Performance Manager, and have been very pleased with the product so far. I needed to test and deploy a solution very quickly to put an end to our performance issues and I was able to do this very well with AppSense”, comments Andreasson.

He continues, “For me, AppSense Performance Manager within a Citrix server environment is a must. It has significantly improved our ability to provide a more stable and robust service to our users, and that is a very important development for our organization”.

## DAIMLERCHRYSLER

### Challenges

- Poor performance of Citrix servers was increasing business costs from lost time, low staff productivity and poor quality of service.

### Solution

- AppSense Performance Manager deployed across Citrix farm to control processor activity and lock-ups.

### Benefits

- Improved quality of service
- Greater system stability
- Improved user experience