

Case study

AppSense delivers another sound investment



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Peter Heck,
Head of Server Management,
Deutsche Börse

Background

Deutsche Börse Group is one of the leading international exchange organizations. Employing about 3,200 people, it is fully integrated, offering one-stop access to trading, settlement and information products.

Deutsche Börse ran a pilot before introducing Citrix technology within their organization. The pilot soon revealed issues with both the performance and stability of the Citrix servers as users were able to launch unauthorized applications, such as games, greeting cards and animated jokes, which were being distributed by e-mail.

Scalable solution for future growth

“Stability of our system is my primary concern. Working with our partner EDS Systematics, we looked for and found a solution: AppSense Application Manager, which only allows users to launch programs that are tried and tested within our environment. Since the implementation of AppSense Application Manager the stability of our Citrix farm has improved dramatically.” reports Peter Heck, Head of Server Management at Deutsche Börse.

Challenges for a growing organization

When Deutsche Börse acquired Clearstream International in Luxembourg and entory AG in Germany, the implementation of the technology infrastructures of these two companies into Deutsche Börse’s existing environment became a high priority project.

“As we grow and integrate our organization our Citrix farm will also grow in size. However, what we do not want is a massive increase in administration resources. We see other parts of the AppSense Management Suite, such as AppSense Performance Manager, key to monitoring our systems and ensuring we constantly get the best possible performance from the resources we have available.” says Heck.



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