

Case study

## Safe pair of hands for Citrix environment



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Steve Etheridge  
IT Manager, Everton FC

### Background

Everton Football Club has been at the forefront of English football since 1878. The Club plays at Goodison Park, the first purpose-built soccer stadium in the world, to an average of 35,000 fans every match day.

The Club first introduced Citrix thin clients, as a way of gaining more control over system and network performance. This immediately reduced the cost of ownership of upgraded desktops, and ensured secure remote access in dealings between the Club and its Bellefield training ground. The initial thin client solution worked well, so the Club looked to extend it across the local area network (LAN) and to all end-users. However, security of the servers was a central issue.

“Security was of paramount importance, and data integrity was obviously a major concern for us,” says Etheridge. “However, at the same time we needed to avoid over-restricting end-users and any unnecessary intervention from IT Support.”

### Flexible and secure

Everton FC chose AppSense Application Manager to provide the high level of desktop and server security they needed.

“We ran an evaluation model of AppSense Application Manager for approximately two months before deciding to invest in the product. We chose this product because of its ease-of-use and logical application, especially within a thin client environment.”

“AppSense Application Manager gives us flexibility and has helped maintain a secure thin client system centrally. I am now confident that all the security issues in our Windows server environment have been eliminated.” Etheridge adds, “The beauty of AppSense Application Manager is that it’s a total solution. I know what it’s doing and it just gets on with it so I don’t have to think about it. I can increase or relax different controls but the basic out-of-the-box security is actually a solid base. As well as this, if any end-users try to do things they shouldn’t I can instantly identify them, find out why they are doing it, act on it, and most importantly, prevent others from doing the same.”

### Improved efficiency with cost savings

Etheridge is very clear on the business benefits he has gained from applying AppSense Application Manager in tandem with Citrix.

“AppSense Application Manager has definitely prevented potential downtime and resolved performance issues,” says Etheridge.

“Cost savings are also already evident in that we can now run our IT department with one less person than we had last summer, and we’ve become much more efficient, despite the fact that we’ve experienced a phenomenal increase in IT workload in recent months.”



# Everton

### Challenges

- Deliver a more secure thin client roll-out than could be achieved through Windows alone

### Solution

- AppSense Application Manager deployed across Citrix server farm for LAN and remote users

### Benefits

- Reduced system downtime
- Lower costs of ongoing support
- Improved system performance