

Case study

## AppSense Management Suite gives extra insurance to Gard



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Jan Ove Folgerø,  
Chief Systems Engineer, Gard.



### Challenges

- Reduce time spent on administration of IT environment
- Increase flexibility of Management
- Increase user quality of service and add new functionality
- Increase server security and stability

### Solution

- AppSense Management Suite
- Increased use of Citrix
- 340 users, nine locations, 50 servers

### Benefits

- Easier administration
- Increased user satisfaction
- Server capacity increased by 30%
- More Secure server build

### About Gard

Gard is a management company created to provide global insurance support to both capital providers for ship owners and operators and those involved in oil and gas markets. Gard employs more than 340 people of 27 different nationalities in nine locations around the world, with its headquarters in Arendal, Norway.

### Background challenges

Gard's IT-department experienced downtime and a lot of time spent on administering servers and clients. When it came to managing their user environment, they were in a challenging situation, and felt that the current IT-staff level could not handle the workload. They wanted the flexibility of roaming profiles, but not the problems typically associated with them; namely corruption, excessive administration, long logon times and inflexible configuration. Gard needed to be able to customize user settings and keep them regardless of where the user logged on from. Gard expects high levels of success from it's workforce, so they also needed to ensure the user environment was responsive and stable - to ensure maximum user-productivity.

“We were in desperate need for a solution that could reduce the time I spent on administering user profiles and individual settings. Since there were no roaming profiles on the Citrix servers, we encountered a lot of challenges. In short; we needed to introduce more flexibility for our users instead of restricting their IT-experience.” said Jan Ove Folgerø, Chief Systems Engineer, Gard.

### Only one way to ensure user satisfaction!

Gard was first introduced to AppSense at Citrix iForum in Edinburgh. This initial meeting was followed by an in-depth presentation of the product through a webinar, where the AppSense Management Suite was immediately identified as a solution that could solve their profile management problems. Following a proof of concept, Gard invested in AppSense Management Suite.

“We were either faced with the challenges of hiring more staff to fix problems on hand, or introduce more automated solutions to avoid the problems. Instead of having to spend a lot of time finding and training new employees, we decided that AppSense would give us a far better return on investment, and was really the best way to make sure that we could deliver an IT experience that our users would be happy with. Now they can have the flexibility of a roaming profile, without IT experiencing the associated support problems”

“We rolled out AppSense Environment Manager in our production environment in Arendal in just a few weeks. In order to make the deployment as efficient as possible we made some small changes on our Citrix farm, but it was a simple and smooth transition.”

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**“Mandatory profiles were not acceptable to us, we wanted to give the users full flexibility over their personal settings and functionality. AppSense replaces roaming profiles and ensures all individual user settings are intact, without the IT-department having to reconfigure settings constantly. This enables us to provide our users the best tools and user experience possible.”**

Jan Ove Folgerø,  
Chief Systems Engineer, Gard.

#### **A new world of admin**

Gard discovered that it was easy to learn how to implement and configure AppSense software, and time spent on administrating users and the server farm was quickly slashed. AppSense Environment Manager’s point and click functionality is highlighted by Folgerø as a key benefit. Getting an easier working experience and a reduction in overtime is another proof-point.

“We don’t want to lock down the users ability to maintain their personal settings. AppSense replaces roaming profiles and ensures all individual user settings are intact, without the IT-department having to reconfigure settings constantly. This enables us to provide our users the best tools and user experience possible”said Folgerø.

#### **Increasing server capacity by 30 percent**

Deployment of AppSense Performance Manager in the server farm was the next step in line for the global naval insurer. AppSense Performance Manager optimizes how applications use system resources so that users do not have to wait for business critical applications to execute and respond to their actions. Application and user environments are dynamically optimized to ensure maximum hardware utilization with an optimal, consistent quality of service. Gard’s document management system was a particularly troublesome application for Folgerø. AppSense Performance Manager alleviated this problem, not only improving the daily experience for users accessing this application, but manage resource use better and enabling more users to be serviced on a machine.

“We quickly found that AppSense Performance Manager increased capacity on our existing servers by 30%. It provides us with outstanding scalability, and has in fact made me realize that we suddenly have a lot more server capacity. The product will reduce the number of servers in production.”

Gard is also deploying AppSense Application Manager to automatically control unauthorized, illegally introduced and unlicensed applications without complex scripts or high maintenance lists.

#### **No regrets**

Gard has never looked back since the decision to introduce AppSense Management Suite into its IT environment. It’s all good, according to Folgerø.

“AppSense has made my day a lot easier. It solved the specific challenges it was supposed to, and then some others. Previously I would have solved capacity problems by buying more hardware. Now I utilize what we have in a far better way. We could not manage without AppSense going forward.”

#### **Network environment**

Applications deployed

- Microsoft Office
- SAP
- Document Management, and trade specific custom built applications

#### **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.