

Case study

AppSense achieves immediate Return On Investment at Lifeline Community Care



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Peter Spence,
State IT Manager Lifeline Community Care, Queensland

Introduction

An agency of Uniting Care Queensland, Lifeline Community Care Queensland plays a crucial role in the lives of many Queenslanders. The organization provides an enormous range of community services ranging from ministry in prisons and disability support programs to specialised home-based assessment, counselling and therapeutic intervention services for families where there are identified child protection concerns.

Bringing software licensing costs under control

For an organization with approximately 600 client devices on its network, Lifeline is constantly striving to maintain control of their software licenses - both in numbers and costs. But having implemented a Citrix thin-client environment, software license costs were set to increase due to the Microsoft device based licensing model.

Lifeline State IT Manager, Peter Spence, explains: “For applications that fall outside the standard operating environment [SOE], typical licensing agreements require that in a server-based/ thin-client environment there be a software license for each client with access to the application’s server, regardless of whether the user actually executes and runs the application. This meant that when we came to rolling out Microsoft Project, for example, we would have needed to purchase 600 licenses as opposed to only 30, which is the number of people who would actually be using the product.”

AppSense delivers immediate and full return on investment

With the introduction the AppSense Management Suite, Lifeline was able to achieve a full return on investment within a matter of days. Using AppSense Application Manager, the IT team created an application limit for Microsoft Project, restricting it to the IP (Internet Protocol) addresses of specific users’ client devices, adhering to the Microsoft device based licensing model.

“The result was that we were able to place Project on a Citrix server yet fully satisfy Microsoft’s licensing requirements for only 30 users,”

Peter says. “While it can be looked at as providing a license cost saving of several thousand dollars, in reality it was the difference between being able to introduce the software and not being able to because of costs.”

Providing a better user experience

As Peter and his team examine ways in which AppSense software can enhance Lifeline’s IT environment, AppSense Performance Managers Intelligent Process Management (IPM) technology is set to play a pivotal role. Working in the background on each server, IPM controls and balances the allocation of CPU and memory resources across the Citrix server farm.

While IPM is traditionally used as a highly effective means of increasing the number of users per Citrix server, Peter regards it as providing an even more important benefit.

“One of the key goals of IT is to provide users with the best possible service,”he states.



Challenges

- Inefficient and costly Microsoft licence model
- Time consuming profile management
- Inconsistent Quality of Service
- Resource intensive application set
- Little control over unauthorized user introduced applications

Solution

- AppSense Management Suite

Benefits

- Dramatically reduced software licensing costs resulting from Microsoft’s certification of AppSense for software license management in a Citrix environment
- Single point of control for network-wide security, performance and management
- Improved quality of service for users, through optimized management of application server hardware resources

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“This is particularly important,” Peter continues, “given the often sporadic number of users that can be online at any given time. Regardless of the applications being run, we know that AppSense is going to be working in the background to optimize the server hardware resources without compromising the quality of service.”

Reduced administration overheads

Even though AppSense-derived benefits such as an immediate ROI and improved user experiences are regarded by Peter as more than justifying the decision to purchase and implement the AppSense Management Suite, there are other features that he believes add significantly to the solution’s value.

“The fact that we’re able to address the key issues of system security, performance and management from a single console is an enormous advantage in any effort to reduce the overheads that come with managing a complex IT environment,” Peter states.

“Whether it’s a case of addressing security issues posed by viruses or the introduction of unauthorized applications, or defining sets of user profiles, we have a single and centralized management console that covers everything. So, while AppSense is making worklife easier for our users and less expensive for our organization, it’s making our job in IT a lot more straightforward and stress-free.”

Technical overview

Applications Deployed on AppSense:

- Microsoft Exchange Server, Microsoft Internet Information Server (IIS), Microsoft Office

Network environment

- 13 Citrix Servers
- 600+ thin clients
- AppSense Management Suite

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.