

Case study

Answering the call to server stability



“With AppSense Application Manager we benefit from knowing that stability, or security-endangering applications are not being run on our servers. We didn’t find anything else that came close to the level of control and simplicity of this solution.”

Chris Ransdell
Project Manager, Motorola

Background

Motorola is a global leader in providing integrated communications and embedded electronic solutions, employing around 120,000 people worldwide, with its IT headquarters in Schaumburg, Illinois, USA.

Motorola’s GTSS network solutions, which manufacture, sell and integrate the company’s cellular infrastructure, has been running Windows Terminal Servers with Citrix. Currently around 1,200 mechanical and electrical engineers in GTSS access the Terminal Servers, with this figure expected to rise.

Motorola likes its end-users to have access to a full desktop system so they have a familiar environment with all the functionality of a desktop PC without the expense and maintenance of a second computer on each desk. Also, part of Motorola’s Terminal Server offering allows end-users to access their Unix home directories and other Unix file areas on the network.

“Preventing end-users from attempting to install or run untested applications from the Internet or their home directories is very important to the stability of our environment,” says Chris Ransdell, Project Manager at Motorola.

“In the past, removing an unauthorized application was time-consuming and required checking each of our servers by hand to see where the application had and had not been installed,” continues Ransdell. “The level of control we wanted to have over our environment was not available from standard tools.”

Creating a secure, stable desktop service

“The application management needed to be transparent to end-users, unobtrusive for administrators and require extremely little administration. What was most impressive about AppSense Application Manager was that it operates without a central server or single point of failure, uses a nominal amount of memory and in no way inhibits the normal activities of end-users.”

Increased control for piece of mind

Ransdell is very pleased with the increased control he now has over end-users’ access to Motorola’s business systems.

“With AppSense Application Manager on guard, we no longer have to wonder what our users are installing that may be impacting the servers,” he says. “Our systems stay the way we set them up and inappropriate use is easily monitored and logged.”



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Challenges

- Enhancing the level of control provided by standard functionality and securing against potential threats from unauthorized applications

Solution

- AppSense Application Manager deployed across Citrix servers.

Benefits

- Enhanced security and control over user activity
- Automatically lock all unauthorized applications without high maintenance lists of scripts