

Case study

AppSense delivers another cost effective Citrix user environment



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Jeff Cave,
Network Administrator, Mueller, Inc.

Background

Mueller, Inc. have been manufacturing sheet metal building and roofing products for over 75 years and currently employ over 600 people. From an initial base in Texas, Mueller, Inc. now has 27 Sales Warehouses and 3 manufacturing plants spread throughout the central and south west, serving a national customer base.

Managing growth

As the company has shown strong and consistent growth across a number of locations, the IT team decided early on to adopt a server based computing model in order to centrally manage everyone’s needs. Over half of the employees are on thin clients and the existing servers were already being stretched and memory was running low without the anticipated growth.

The most important software application across the business is JD Edwards OneWorld. The initial investigations to resolve the growth issue using inbuilt Citrix technology wouldn’t allow more than one instance to run. It appeared more servers needed to be bought.

Best use of resources

Jeff Cave, Network Administrator at Mueller, Inc. had previously come across AppSense, so was eager to take a call and soon set up an evaluation of the AppSense Performance Manager product.

“It soon became apparent that with AppSense Performance Manager we could easily improve the resource allocation on our servers. We saw a 5 times reduction in the memory usage - you can’t argue with hard facts like that!” said Jeff Cave. It wasn’t difficult to convince the business that this is the way we should go. Our servers were stretched, memory was running low and with this software we didn’t need to spend on further servers.”

Implementation delivers further benefits

Jeff implemented AppSense Performance Manager across the Citrix servers and it soon became obvious that there were further benefits to be gained.

“Some applications are notoriously difficult in a server based computing environment. For us, Internet Explorer regularly consumed excessive CPU and memory, impacting performance for other users and applications on the box. With some simple configurations we were able to remove these issues as well.”

Giving support a helping hand

Servers can go down for a number of reasons for the unsuspecting end user this is frustrating and leads to calls to the help desk. Once AppSense Performance Manager was installed, Jeff found his server estate much more stable with an improved overall quality of service.

“With the extra capacity which AppSense gave us, the remaining servers could cope with the additional load and users didn’t notice a difference. With the reduction in help desk calls it’s freed up more time for IT to be proactive and work on new projects to improve our infrastructure.”

The future

“We definitely have a much more stable and scalable server farm now - it’s justified itself with hard facts.”



Challenges

- Support a growing workforce without purchasing further hardware
- Improve server capacity
- Reduce CPU and memory consumption

Solution

- Deploy AppSense Performance Manager to optimize use of server resources

Benefits

- 5x reduction in memory usage
- Prevented the need to buy further hardware
- Reduced help desk calls