

Case study

Enable user flexibility without compromising system stability



“Using the AppSense Management Suite of products within our build has ensured we have the highest possible level of system stability and security, essential for the type of service we are offering to our users.”

Jurgen Nagels
Procurement Manager, PinkRoccade

Background

PinkRoccade currently employs over 9,000 employees. For over 50 years PinkRoccade has provided ICT (Information & Communication Technology) services in information intensive sectors, such as finance, government, healthcare and manufacturing. PinkRoccade is one of the leading players in the outsourcing market in the Netherlands and is emerging as a major player in the UK.

Delivering a new outsourced desktop service

In the past, as part of its service portfolio, PinkRoccade has provided a traditional infrastructure and workplace service for its users based on PCs and notebooks.

“We wanted to provide a brand new kind of service, which would deliver the right applications, to the right people, wherever they were in a fast, secure and manageable way. To do this we designed ‘Smart Desktop Services’ (SDS), an advanced ASP (Application Service Provision) system delivering a suite of applications, including Microsoft Office and other industry specific applications. Our unique auto-provisioning system enables our customers to request additional applications at the touch of a button” says Jurgen Nagels, Procurement Manager for PinkRoccade.

They needed an infrastructure that could immediately serve their internal user base of 9,000 employees that would scale to between 80,000 and 100,000 users over the coming years.

PC like usability and quality of service

PinkRoccade decided that SDS would be delivered by Citrix. In order to guarantee the quality of service needed in an enterprise scale build of this magnitude, PinkRoccade turned to AppSense.

“We faced a dual challenge of wanting to provide bulletproof security whilst enabling users to have all the functionality normally associated with a PC based environment. The AppSense Management Suite enables us to achieve these objectives”

Before going live with the service, PinkRoccade engaged in a series of security checks with specialists from other areas within the group. The results of these checks showed that they were unable to do any damage to the system and that, more importantly, they had never seen a Citrix environment that was so secure. Nagels concludes:

“The results from our checks are better than we could have hoped for! Using the AppSense Management Suite within our build has ensured we have the highest possible level of system stability and security, essential for the type of service we are offering to our user base”



Challenges

- Deliver a robust, secure and flexible environment
- Guarantee Quality of Service
- Enable user flexibility

Solution

- AppSense Management Suite deployed to ensure quality of service to users and stability for internal systems

Benefits

- Enhanced system stability
- Improved accessibility and functionality to 9000 employees
- PC-like user experience on Citrix