

Case study

## Logistic service provider keeps applications on the right track



**“Even with out-of-the box settings, memory and CPU management functions worked perfectly. We wouldn’t even consider running our Citrix servers without AppSense Performance Manager.”**

Bob Mulders,  
Team leader Systems and Network Management



### Challenges

- Unresponsive applications and frozen sessions
- Standardizing applications and desktops while providing a personal user experience
- Troubleshooting application issues with limited staff

### Solution

- AppSense Management Suite
- AppSense Performance Manager

### Benefits

- Runaway critical application under control
- One solution across multiple delivery mechanisms
- Reduced support costs through rollback of personal settings

### Background

Vos Logistics is one of the largest international logistic service providers of Europe. The fleet of vehicles consists of more than 3,000 trucks, all equipped with satellite communication, and 10,000 loading units. Vos Logistics has about 5,000 employees working at 30 offices within Europe. Headquarters are located in Oss, the Netherlands.

### No more reboots and frozen servers

Eight years ago, Vos Logistics decided to centralize applications with solutions from Citrix. 500 employees at 30 subsidiaries switched to server-based applications running on about 40 servers. The organization was not actively looking for a management solution, but more and more users experienced a server load of 100 percent, resulting in non-responsive applications, frozen sessions and downtime for groups of employees in a subsidiary.

“It was not easy to pinpoint the problem, but it seemed that the front-end of our main business application, Lovos, was not terminal server aware. This C++ application we developed and maintain ourselves - the “Rolls Royce” of the transport management systems - is vital for our business,” said Bob Mulders, Team leader Systems and Network Management at Vos Logistics.

“Lovos is necessary for many business processes from communication with the chauffeurs of trucks, tracking the location of trucks to even printing invoices. The only solution to get Lovos available again for the employees on the hanging terminal server was to reboot it. Coincidentally, we heard about AppSense Performance Manager and what it could do for us. After a demonstration we decided to buy the AppSense Management Suite and installed AppSense Performance Manager on our servers. AppSense Performance Manager made a difference: the run-away application is now under control which limits the CPU time it consumes and rebooting servers is no longer necessary. By eliminating reboots, the cost of the AppSense Management Suite pays back itself within a few months.”

### Moving to the second phase

Over a year ago, Vos Logistics decided to renew their IT architecture and to expand the centralized environment. The organization upgraded to Citrix XenApp 4.5 and Windows Server 2003, introduced VMware ESX Server with VMotion, a NetApp storage area network and selected Microsoft App-V technology for streaming applications to the desktops.

“One of the requirements for the new infrastructure was the continuation of AppSense Performance Manager,” continued Mulders.

“AppSense Performance Manager has proven to be reliable for many years, doing its monitoring and optimizing duties in the background, without manual intervention. Even with out-of-the box settings, memory and CPU management functions worked perfectly. We wouldn’t even consider running our Citrix servers without it and this makes AppSense Performance Manager a strategic part of our IT infrastructure.”

[AppSense.com](http://AppSense.com)  
[iwanttoknowmore@AppSense.com](mailto:iwanttoknowmore@AppSense.com)

**“In tandem with the AppSense Management Suite eliminated the need for siloing, thus reducing the total number of XenApp servers.”**

Bob Mulders,  
Team leader Systems and Network Management  
at Vos Logistics

#### **A secure, locked-down and standard desktop from lan to wan**

AppSense Management Suite helps Vos Logistics standardize applications including the user environment on virtualized desktops. The company publishes full desktops with Citrix XenApp and employees access this standardized, locked-down, virtualized desktop on thin clients or on PCs which also run local applications. Mulders states,

“The same standard desktop environment is used from home locations. Staff responsible for planning can now access Lovos from home and thanks to the AppSense Management suite can even print to their local home printer which is automatically mapped as default printer. It is not possible to run unauthorized applications, so there is no danger of virus or spyware contamination initiated by the home PCs.”

#### **No more silos**

Previously, Vos Logistics had to install each application separately on each individual Citrix XenApp server in the farm, publish applications with the Citrix management console and do a lot of manual settings.

Now, the company is able to stream applications to the XenApp-servers and AppSense handles application access seamlessly, sets application shortcuts, loads registry keys for users when needed and maps printers amongst other things.

“We now know that XenApp servers are identical, and using application streaming in tandem with the AppSense Management Suite eliminated the need for siloing, thus reducing the total number of XenApp servers,” added Mulders.

“With AppSense Management Suite, we are much more flexible. Application publishing and dynamically defining user environments become very easy. Should new settings cause a problem, we can roll-back the change very easy, just by enabling the previous settings using AppSense Management Suite.”

#### **Complex user environment settings become easy to manage**

With only two IT staff responsible for day to day administration, troubleshooting application problems and user settings without the AppSense solution would have been almost impossible. AppSense Environment Manager keeps user environment settings under control, like drive and printer mappings, application specific logon settings and registry settings, cleaning up the recycle bin when a user logs off as well as proxy server settings. Mulders concludes,

“The ease of use of the AppSense Management Suite saves a lot of time which we can now spend on more important things. AppSense software is very easy to use. We now have a very practical approach of introducing IT technology.”

#### **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.