

Health check service overview



Professional Services

Starting right. Scaling smart... AppSense Professional Services



Overview

AppSense is a highly configurable suite of software that integrates at the infrastructure layer and facilitates seamless user experience. As such, AppSense Professional Services recommends regular reviews of existing AppSense configurations to ensure the functionality provided by the software is being appropriately used.

AppSense Professional Services has developed a health check review to be conducted on behalf of a customer for each currently deployed AppSense software component. The output of the health check will be a report giving findings of the healthcheck and high level details of any recommended changes.

This service is aimed at implementations which have been in place for some time, and will allow an experienced consultant to review the AppSense configuration and to make recommendations on future enhancements.

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.

Service description

The service includes a one day visit to the customer's site to research the customer environment. A report will follow giving details of the current AppSense environment, the current AppSense configuration and any areas of concern.

This service includes a healthcheck of the AppSense Virtual User Infrastructure.

A health check report will typically cover the following areas where appropriate:

- Environment overview
 - Current environment
 - Areas of concern
 - Software version list
- Environment analysis
 - AppSense Management Center
 - Current configuration analysis and conclusions
- AppSense Environment Manager
 - Current configuration - Computer
 - Current configuration - User
 - Current configuration - Personalization Server
 - Current configuration - Analysis and conclusions
- AppSense Application Manager
 - Current configuration analysis and conclusions
- AppSense Performance Manager
 - Current configuration analysis and conclusions
- Report summary

Pre-requisites

To ensure the success of the service, it is essential that certain key technical personnel are present at the initial workshop. These people should be able to articulate the current customer environment, and the requirements for the target solution.

It is also essential that the AppSense consultant has hands-on access to the AppSense consoles for reviewing the configuration.

For more information please contact your account manager.