

A consistent user experience across all application delivery methods



The problem

When we consider the multiple ways in which we can deliver applications to our users over multiple accessing devices, it is imperative that we provide a seamless and familiar user experience no matter how the users access or is delivered their application.

For many organizations, the inability to ensure user acceptance is preventing them from embracing new application delivery methods. Users have spent years personalizing their existing applications, making changes to enable them to work more effectively such as; custom dictionaries, templates, add-ons, menu layout, look & feel etc. These personalization settings must be considered and migrated to any new application delivery method as organizations change application delivery services such as moving from locally installed applications to streamed applications.

The cause

Traditionally user personalization settings are stored in a user profile, unfortunately profiles are unable to roam settings between application delivery platforms, e.g. from Locally Installed to Streamed, or vice versa.

Further to this, profiles are not supported to be used across multiple operating systems such as Windows XP, Vista and Windows 7. Profiles are also unable to work across or in a mixed 32bit and 64bit environment.

About Ivanti

Ivanti helps corporate IT teams deliver the ultimate in user experience and productivity on both physical PCs and virtual workspaces while optimizing security and lowering both operations and infrastructure costs. Ivanti achieves this by separating policy, performance, profile, privilege and data away from the underlying operating system, applications and devices. Ivanti DesktopNow and DataNow then deliver it back to the workspace in real time, via any delivery technology, physical, virtual, or cloud. Ivanti solutions have been deployed by 3,200 enterprises worldwide to over 7 million desktops. The company is headquartered in Sunnyvale, CA with offices around the world.

In these scenarios where personalization is locked in a profile which cannot be used in new environments, users lose their settings or are unable to open the applications they require, causing user downtime, reduced user productivity, high support calls and costs and quite often require dedicated client-side support.

The solution

Ivanti enables new application delivery models to be seamlessly adopted at lower cost and for multiple application delivery methods to co-exist in hybrid environments as it provides a seamless user experience no matter how the application is delivered or the platform it is accessed from. This increases adoption & productivity and reducing support calls & operational costs.

This also eliminates the need for multiple profiles and configurations for the same user as they move between delivery models. Now the user is managed once from a central location and so operational overheads are significantly reduced, and you're future proofing your application delivery strategy as new delivery options are adopted.

The impact and savings

Both in-direct and direct costs savings can be achieved. In-direct savings are realized by enabling the adoption of new applications delivery technologies such as Microsoft App-V and the benefits application virtualization provide such as centralized management, increased security, reduced costs etc.

Direct cost savings are realized through reducing the time and cost to adopt new application delivery technologies and also ensuring the user remains productive in their new environment. Ivanti is recognized by leading application delivery vendors such as Microsoft and Citrix for providing real world benefits when adopting new and multiple application delivery technologies.

The benefits

- Increased adoption of new application delivery methods
- Ensure seamless user experience across all delivery types
- Reduced number of support calls and associated costs
- Improved user experience and productivity levels

The proven customer success

Centers of Disease Control provides same experience across multiple platforms and locations: "With 15,000 users we were experiencing lots of issues with roaming profiles. Also, our users often move locations, working from home or another site. It became obvious we needed a solution to eliminate roaming profiles and deliver the same personal experience on any device.

Ivanti is the market leader so it was an easy decision. We evaluated other products but Ivanti was the only solution that could scale and do what we needed. We knew Ivanti was the right approach to deliver the best experience for the user and the best management for IT.

We also chose Ivanti due to its universal support and ability to seamlessly integrate with Citrix XenDesktop and Microsoft App-V."

Lee Eilers, Remote Access Services team leader, CDC

Nationwide Children's Hospital prescribes Ivanti:

"We had Windows Roaming Profiles but found it required too much support. When it became clear that virtual desktops were our next step, with over 10,000 users and 8,000 end points we knew personalization was crucial to our success and we wanted to ensure we had implemented the best solutions for the future.

Ivanti delivered exactly what we needed to confidently migrate users without affecting their experience, it also future-proofs our design. We selected Ivanti because it featured everything we needed. Without Ivanti it would have been extremely disruptive to our end users."

Jake Muszynski, systems engineer, Information Services at Nationwide Children's Hospital

The Co-operative embraces Ivanti to enable new virtual desktops to co-exist with existing physical desktops:

"Although our Ivanti implementation in our XenApp estate has been extremely successful, we still wanted to do our due diligence for our new virtual desktop environment. Initially we needed to think about what solutions could deliver our first 8,000 users a reliable, personal desktop while also allowing us to increase desktop management. With this in mind we chose Ivanti as our comprehensive solution to complement Citrix XenDesktop. Ivanti gives us control over our physical and virtual desktops while ensuring user satisfaction."

Ian Cawson, Technical Architect at the Co-operative Group.