

Early warnings by secure monitoring prevent downtime and money loss for financial advisory firm



Industry: Financial Services
Country: USA

Challenge:
Customer needed an instrument to monitor VDI performance and avoid downtime

Solution: Login PI

- Results:**
- Monitor performance of remote users
 - Actionable information about VDI environment
 - Prevent downtime

A US based financial advisory firm which provides retirement, tax and investment advisory services to businesses and individuals and has grown exponentially since its founding in the mid-1990s, decided to virtualize its desktops in the interests of security and compliance, as well as IT efficiency.

Desktop virtualization enabled the IT department to quickly “turn on” new advisors and new branches without the data exposure. Using virtualized desktops, the firm’s branch offices have no data and no technology, but use a private connection to the data centre to deliver the same experience as if users had their database, phone and document imaging onsite.

The challenge

But advisors and staff are constantly on the move and they need to have the same experience working from home, hotels or even when they’re on the road moving from site to site. Mobile access is key. Unfortunately, the virtualized desktop system architecture was designed for security but performance was not a given. The IT team struggled to get to grips with inconsistent performance that would fluctuate with no apparent explanation.

Tackling performance issues at each branch was not scalable for the IT team, so it fell into a reactive mode of supporting users. Even when the team spent time tracking down the causes of a slowdown, their efforts were often unsuccessful because they spent time troubleshooting the wrong thing. The team needed to look deeper at the root causes, rather than waiting for users to tell them the system was slow.

The result

In mid-2015, the firm discovered Login PI and decided to use it to monitor performance for remote end users. The IT team scheduled Login PI to deploy a synthetic user every 30 minutes as it tried to track down specific issues. Initially, it covered just a few branches but now the performance baseline is established, the firm is able to roll out Login PI synthetic users to additional branches at a more relaxed pace. To date, it has deployed Login PI to about half the branch offices.

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With Login PI, the team has actionable information to compare to subjective reports. This has given the firm predictive insights into end user performance. For example, the team noticed a trending performance issue in Microsoft Office that indicated degradation of a file server’s performance. It was able to discover the cause of the degradation and address the problem before end users experienced any issues.

The savings from using Login PI are quantifiable because a single minute of downtime can be extremely costly to the firm that trades securities for clients. Early alerts from Login PI that help to avoid downtime can save the business tens of thousands of dollars in security trading.

Every dollar saved from proactive management and efficiencies delivered by the IT department is reinvested in the business. Money saved by IT goes into marketing activities that increase the value of the business by building relationships with customers and giving clients more tools to make decisions.

About Login VSI

End user experience begins with performance. Great performance begins with Login VSI. We provide performance insights for virtualized desktop and server environments. IT departments, service and technology providers use Login VSI, Login PI and Login AM in all phases of their virtual desktop deployment to deliver a more consistent end user experience. Login VSI products work with VMware Horizon View, Citrix XenDesktop and XenApp, Microsoft RDS and any other Windows-based virtual desktop solution.

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