

The best user experience and growth in VDI operations for fleet management service company



Industry: Fleet Management Services
Country: United Kingdom

Challenge:
Customer needed a system to measure and manage systems that needed to grow the VDI operations

Solution: Login VSI

Results:

- Plan for future hardware capacity
- Test and benchmark new servers
- Automate tests
- Map efficiency of systems and applications

A leading global fleet management services company that delivers many shared services to users around the world decided to virtualise its desktop infrastructure using a combination of Citrix XenApp and Citrix XenDesktop.

The move was part of a wider strategic decision to mandate shared services to all groups within the company and ensure a consistent IT experience for the entire business, internally and for external customers.

The challenge

The change in strategy brought a significant increase in users. While the organisation knew how many users a server in the old infrastructure could accommodate, it was unclear what the ratio would be with virtualisation. It tried to calculate roughly how many users could be accommodated with virtualisation based on a manual configuration of its existing infrastructure.

After purchasing the amount of hardware it believed would be sufficient for the entire Citrix environment, it soon became clear the company had miscalculated and this was going to have a huge impact on user experience throughout the organisation.

To put it bluntly, it ran out of space and was unable to move everyone to the new system. The company needed to know why it was wrong and what had happened. It required metrics and measurements that detailed what was going on and how it could fix a very complex problem quickly.

The organisation needed to rapidly estimate variables such as the number of servers and processors and the amount of memory and capacity required. By using Login VSI for load testing, the company was able to test and measure the entire system's behaviour and response times at normal and anticipated peak loads. This gave it a much clearer idea of what was required to support its projected 6,000 users.

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The result

Login VSI has enabled the company to place 4,500 users on the Citrix environment and to plan the process of bringing the last 1,500 on board. It was able to plan the right hardware capacity needed to support every one of its users on its growing Citrix XenApp and XenDesktop environment.

While it will need to buy more hardware for the last tranche of users, Login VSI has given the company the capability to test and benchmark new servers to see which are best suited for its purposes. Before purchasing any new hardware, the company evaluates servers from a number of vendors and loads tests to see how they perform. This helps to save money and eradicate the complexity needed to achieve the best VDI operations.

The company also intends to build Login VSI into more of its day-to-day operations, helping to automate tests and ensure all the systems are running more efficiently. Login VSI has become an intrinsic part of its environment and enabled the organisation to plan exactly the right hardware capacity needed to support all the users in its growing VDI environment.

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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