

# The best user experience and guaranteed high service levels for local government



**Industry:** Government  
**Country:** The Netherlands

**Challenge:**  
Customer needed a system to predict, manage and validate VDI systems.

**Solution:** Login VSI and Login PI

**Results:**

- Create a 'live-like' simulation of hundreds of virtual desktops
- Insights in performance of applications
- Defect and remove faults from Microsoft Office.
- Reduction in calls to the service desk

With more and more local authorities taking over operations traditionally handled by central government, virtualization has played a major part in helping local government to meet the challenge from a functional and budget-related perspective.

Local authorities implementing a virtual desktop infrastructure (VDI) typically have to provide clients with the highest service levels at all locations at all times, delivering a highly available and secure workplace to every employee, while dealing with a number of changes that could potentially undermine the environment.

## The challenge

To achieve this goal effectively, organizations require deep insights into the VDI environment to source and resolve any issues that might occur, preferably before they occur. They need a solution that can provide real-time insights into the performance of virtual desktops on an application level. The solution also needs to simulate the impact of a change on the amount of memory and capacity required to maintain high service levels for users.

To address these challenges, one local authority opted for Login VSI's industry standard testing software to better predict, validate and manage the performance of virtualized desktop and server environments. Using Login VSI, the local authority can load test, benchmark, plan capacity and test the impact of any change for the entire desktop virtualisation environment, removing the need for guesswork or excessive budget spending on hardware that is not required.

Login VSI can accurately simulate the impact of changes on the performance of desktops in pre-production testing, eradicating the need for a 'dry run' on a limited scale. It has decreased the lead-time for changes while increasing the quality of the changes.

*“Login PI helps the authority to pinpoint the cause of a problem and provides a trend analysis to help in addressing structural issues.”*

## The result

Login VSI software has already proven its value on multiple levels. The local authority can create 'live-like' simulations of hundreds of virtual desktops, ensuring any potential issue will surface during the test. It has been able to detect and remove faults from Microsoft Office. In addition, the accuracy of the testing has led to a dramatic reduction in calls to the service desk after the introduction of new images.

The organization also chose Login PI for real-time monitoring of virtual desktops to provide the IT infrastructure team with a clear view of the performance of an application throughout the stack. This helps the authority to pinpoint the cause of a problem and provides a trend analysis to help in addressing structural issues.

Login PI extends the concept of virtual users to the VDI production environment, where they log in and perform real-world activities with real applications. Login PI tracks the performance of these activities and alerts the IT team if it detects any degradations. IT can diagnose and address VDI performance degradations often before the “real” users realize anything is wrong.

## 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.

Visit [www.loginvsi.com](http://www.loginvsi.com) for more information.

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