



Drechtsteden Solves Performance Issues Before the End-User Notices



About SCD

Servicecentrum Drechtsteden (SCD) provides high-quality and efficient services in the areas of finance, information technology, automation, documentary information, communication, procurement, facility management, legal affairs, and human resources to six municipalities in the Netherlands. The IT department services approximately 3500 workplaces and 2200 concurrent users, and supplies all automation services for the SCD.

The Challenge

An increased focus on online public services meant a need for virtual desktops and different locations for end-users. Sizing the environment to ensure 24/7 user experience meant it needed a VDI operations tool to build the right environment.

The Solution

Drechtsteden started looking for a solution that could help provide real-time insights into the performance of virtual desktops on an application level. Another requirement was that the solution should simulate the impact of a change on the amount of memory and capacity required to maintain high service levels for the end-users. The solution proved to be close at hand since Drechtsteden had already used Login VSI for the benchmarking of its VMware View desktops at the time of their implementation.

“With Login Enterprise we can create a ‘live-like’ simulation including hundreds of virtual desktops, thus making sure that any potential issue will surface during the test.”

Edward Bloembergen

IT MANAGER

Login VSI's industry-standard testing software enabled the SCD IT department to better predict, validate, and manage the performance of virtualized desktop and server environments. SCD IT can now load test, benchmark, plan capacity, and test the impact of any change for their entire desktop virtualization environment, cutting out the need for guesswork or the excessive budget spending on hardware that is not needed.

With Login Enterprise, Drechtsteden can now accurately simulate the impact of changes on the performance of the desktops in pre-production testing rather than do a 'dry run' on a limited scale. Login Enterprise has decreased the lead time for changes while increasing the quality of the changes. Login Enterprise giving the IT Infrastructure team a clear view of the performance of an application throughout the stack. This helps to more effectively pinpoint the cause of a problem and provides a trend analysis that can help in addressing structural issues.

The Results

Login Enterprise has already proven its value to Drechtsteden on multiple levels. With the increasing amount of changes in desktop applications that IT departments are facing Mr. Bloembergen expects Login Enterprise to be an important part of their overall VDI operations for the foreseeable future. Drechtsteden also employs Login Enterprise to manage its day-to-day VDI operations. Login Enterprise extends the concept of virtual users to the VDI production environment, where they log in and perform real-world activities with real applications. Login Enterprise tracks the performance of these activities and alerts the IT team if it detects any degradations. Thus IT can diagnose and address VDI performance degradations often before the “real” end users even realize anything is wrong.

The Conclusion

The implementation of Login Enterprise has resulted shorter time to production for changes in VDI applications as well as a higher quality of the software being brought into production, ensuring 24/7 user experience to build the right environment.



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About Login VSI

Login VSI automatically tests and validates the impact of change to physical, virtual and cloud-based workspaces, to maximize the true end-user experience.