

Business Needs

- Simplify time-consuming application deployment methods
- Locate a solution that technicians can easily use
- Enable compliance with corporate regulations: security and governance
- Re-architect for a modular enterprise
- Find a solution that does not require new infrastructure or intensive training

Solution

- Mixed Terminal Server based Solutions with distributed locally processed applications on end-points

Business Benefits Expected

- Centralized Management through disk images and pre-configured desktops
- Conflict free application deployments, reduced hassles

Virtual Application Delivery and Management

Proactive Solution for Today's Enterprise

Challenge

The IT organization of a large institution is challenged with delivering and managing several applications across departments and branches. This includes installing, upgrading, extending and uninstalling applications used on a daily basis. As some applications rely on each other in order to function, the IT organization must also ensure that these applications interoperate with each other.

IT management must also comply with corporate regulations that require locking-down individual PCs. At the same time, power-users must have enough computing autonomy for productivity purposes. Thus the IT departments are required to provide administrator-level privileges to power-users, incurring higher IT maintenance costs, security risks and contributing to management sprawl.

A Mix of Centralized & distributed Solutions

To address the challenge, the IT department uses a mix of centralized and distributed solutions, depending on user type and needs as well as corporate and government regulations. To manage the distributed desktop infrastructure, the IT department creates disk images with the Windows operating system and specific drivers – one for each PC model and vendor. For each image, the IT Department creates several versions with specific, pre-installed applications, depending on corporate issued software and the department using it.

Prior to roll-out, all applications, updates and add-ons must be regression tested against all platforms, as well as each other, to ensure compatibility. The standard desktop images are then loaded onto each user's desktop or laptop, and can then be individually managed.

Additional application deployments are managed using a traditional electronic software distribution (ESD) utility and a terminal server based solution, designed to overcome typical computing limitations.

Actual Results

- Over a year roll out, expensive, failed goals
- Negative impact on the data center with added terminal servers
- Negative impact on the network infrastructure with additional bandwidth needed
- Negative Impact on IT: time consuming regression testing, pre-configurations and disk image tracking/updating to maintain PCs
- Negative User experience: conflicts, downtime, limited access and degraded performance
- Expensive and disruptive

Experience With Current Solution

Expensive and Disruptive

Introducing new technologies to address these challenges and overcome other technical limitations has resulted in significant infrastructure changes. A large number of servers were incrementally added as deployment went from pilot, to minor deployment, to full deployment. The rollout took over a year and proved to be extremely expensive and labor intensive. The use of multiple technologies created management difficulties, technology overlaps and disarray—all more disruptive than the initial IT challenges. After a year, the amount of platform vendors, models and OS languages created spiraling image sprawl, made worse by trying to keep the original disk images' applications current in terms of updates and desired add-ons.

Regression testing the different applications against all platforms was labor intensive, time consuming and expensive. Certain resource-intensive “power” applications intended to operate on rich clients caused internal conflicts on several systems. These applications were forced onto terminal server-based solutions, degrading the quality of the user experience through network latency and inefficient remote desktop protocol.

Limitations and Loss of Productivity

Productivity decreased and was sometimes brought to a halt during network outages and peak network usage. Some mission critical, proprietary and legacy applications were not designed to work in terminal server based environments, seriously limiting access to those applications. To effectively manage user profiles IT had to engage in heavy scripting and pre-configurations.

OUTCOME: Search For A Better Solution

Experience: InstallFree Solution

Seamless Integration – Data Center Unchanged

The deployment process did not require ANY hardware or software changes to the data center or to the host platforms. The pilot was setup and rolled out in a matter of hours. Full deployment was reached in a few weeks, leveraging the existing infrastructure. InstallFree's solution leveraged all existing deployments without adding to the management sprawl and eliminated the need to create disk images with pre-installed applications. The InstallFree Virtual (IFV) applications could be updated, patched and extended on the fly, with no disruption to the user, and regression tests were virtually eliminated as IFV Applications ran in conflict-free environments.

Seamless Experience

Users were able to work on locked-down PCs with the ability to extend their own applications and have complete user autonomy, all within the confines of their IFV applications. As IFV applications function both online and offline, are processed locally and streamed at block level on demand, neither network outages nor performance quality affected the user experience or productivity. Applications that were not designed for terminal server based solutions worked with no limitations, and user profiles were automatically streamed to the designated user without the need for any special technology or pre-configuration.

Ease of Delivery and Management

IFV Application packages could be created on any Windows XP (SP2) machine and run on any Windows-based platform – regardless of its version, language or settings. In some instances, the same application package could be released to different departments with different separately packaged add-ons. For example, a single virtual Microsoft Excel application was created and delivered to the entire organization with different add-ons to be executed for the R&D, Sales and Finance departments.

Summary

Utilizing InstallFree's application virtualization solution enabled the IT organization to dramatically simplify the delivery and management of desktop applications in a distributed environment, across multiple platforms. Through the use of InstallFree Bridge, customers can easily create and deliver secure virtual applications that operate independently of the operating system, without changing the existing infrastructure or incurring upfront costs.

About InstallFree

InstallFree provides application virtualization software used by enterprises to lower the cost and complexity of delivering and managing applications while increasing portability and compatibility of applications. InstallFree stands alone in offering an approach that requires no infrastructure changes to realize these benefits. **Designed for Users. Built for IT.**

Contact InstallFree

To learn how InstallFree can address your IT and Corporate challenges by simplifying application delivery and management tasks, visit us at www.installfree.com or call (203) 276-1460.