

Founded in 1900, DISA is the world's leading supplier of foundry equipment and metal surface finishing systems. With over 1200 employees in more than 13 locations, efficient desktop management became a serious issue. In 2007, the company decided to redesign its IT strategy thoroughly. Using RES Workspace Manager and RES Automation Manager, all 1200 DISA workstations will be converted to centrally managed, personalized, secure and reliable workspaces.

Almost Every Car Contains Parts Made in DISA Machines

With factories, sales and service offices in three continents and an extensive agent network, DISA serves international industrial manufacturers, foundries and metalworking industries with leading edge technology solutions, tailored to their specific needs.

Sascha Maier is not only IT Manager for Switzerland, Germany and France, he is also 'Project Manager for the One Client Project'.

"I'm responsible for the Global Solution and migration of all client desktops and laptops, or workspaces as we like to call them, worldwide together with my team. That means hardware, software, packaging, Training and license management—everything. So all DISA employees are my customers!"

From 1000 to 100 Applications

In the summer of 2007, DISA started the One Client Project.

Sascha recalls, "It was part of our strategy to build one company. Each location had its own client solution. Software implementation and change management was impossible. In our first global software scan we found 1,000 different applications within DISA, in many different languages! We wanted to reduce that to 100, all in English."

RES Automation Manager was a key element in achieving that goal.

"It was absolutely brilliant. We were able to scan our PC's in seconds, producing detailed overviews of all software installed. Then, we presented all our department managers with their own list, and asked them to select what they really needed. It turned out that in some cases we used up to 10 different software packages for the same task. It was a major global consolidation effort, including much testing and training, but it was certainly worth it. It works great, and everyone is getting used to it. With only 2 small locations left, we are now down to 110 applications."

A Global Centrally Streamed Solution

The number of applications was not the only issue. DISA envisioned to manage all software from a central location, and to build a global support team with eight members worldwide.

"That's exactly why we selected RES Workspace Manager and RES Automation Manager, combined with Microsoft SoftGrid, Citrix and VMware Thinapp.

We use RES Workspace Manager for user workspace management and its excellent reporting facilities. RES Automation Manager is used to manage Windows XP and applications we can't

stream like Thinapp packages. SoftGrid is the streaming solution to deliver the workspace to the employees globally."



What about Heavier Applications, Like AutoCAD?

"DISA uses even three: AutoCAD, CATIA and SolidWorks. All are Softgrid packages globally in the same version available for all clients. Most of the other packages are pushed to the Desktop by RES Automation Manager. No more local installations, no more MSI files is our philosophy!"

One Workspace per Department

At each location, DISA now uses a dedicated server to deliver SoftGrid packages to employee user workspaces. In addition, the servers are used for Automation Manager Services, and for computer deployment using Ghost. Larger locations have a physical server with a virtual server on top. All servers are managed and monitored from a central location.

How Many Different Workspaces Are Used?

"At smaller locations, everyone gets the same applications and settings. At larger locations, we have separate workspaces per department. This workspace is always available, no matter which pc or laptop is used." In the process, we found out that our needs are more continent-based than we originally thought. So after the conversion is completed,



we will reorganize our workspaces accordingly: Europe, Asia, and the rest.”

One and One is Three

The combination of RES Workspace Manager and RES Automation Manager offers many advantages. Sascha Maier even helped RES Software to add one.

“I suggested to RES Software to enable application installation based on the computer name. If a Computer shows up first time in Automation Manager, it knows which applications are required for that particular PC and will start the related modules. If after first login the user tries to start an application which has not yet been installed, RES Automation

Manager will now do that automatically. This functionality will be included in the next RES Automation Manager version, but we are using it already.”

No More Lost Drawings

Improving security was an important requirement from the start, especially in the Far East.

“Intellectual property is a big issue. We found out we were losing drawings, for example in China. RES Workspace Manager now helps us to prevent that. Within seconds, we can grant or deny access from a central location. All USB and other ports are disabled by default, and we can grant access on demand.

And for the first time, we can produce overviews of people having access. We also have logs of people trying to connect.”

PC Down, Work Continues

The project is still under way, but the Support department can already see the results.

“We definitely get less support calls. RES Workspace Manager is very stable. And if a PC goes down, a user can now simply take another one. After login, he receives his own workspace, with his own streamed applications. He can continue his work, while we reinstall the other PC.”

About DISA Moulds

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About RES Software

RES Software, the proven leader in dynamic desktop solutions, is driving a transformation in the way organizations manage, maintain and reduce the cost of their desktop infrastructure. The RES Software award-winning, patented products enable IT professionals to manage and deliver secure, personalized and compliant desktops independent of the underlying computing infrastructure – thin clients, virtual desktops, physical desktops, or server-based computing environments. The company empowers customers, from small to medium-sized businesses to global enterprises, to reduce desktop complexity and meet the essential needs of a dynamic workforce that requires on-demand access to their personalized workspaces. For more information, follow updates on Twitter [@RESSoftware](#) and visit www.ressoftware.com.