

Background

Eurofins Nordics is part of Eurofins Scientific, an international group of laboratories with over US\$ 1 billion in annual revenues and 9500 employees across 150 sites in 30 countries. The company provides an unparalleled range of testing and support services to the pharmaceutical, food, environmental and consumer products industries and to governments. In the Nordics, they have more than 1200 employees in 25 locations. From Jutland in Denmark, Asger Duedahl manages a team of 16 IT experts responsible for the IT infrastructure. The user environment consists of both thick and thin clients.

“We are a very technology-intensive company and have more devices than users. Many PCs are used as terminals in production environments and solve critical tasks for the business,” says Duedahl.

Services are delivered to terminals through an Ethernet connection. Most PCs runs applications locally. The datacenter consists of 50 Dell servers that run around 250 virtual

VMware servers.

This ensures that the business becomes more efficient and can set up new servers on demand. Other benefits are less power usage, reduced need for hardware

procurement and less need for space in the datacenter. The servers and PCs have around 300 various application packages that range from standard tools to solutions tailor-made for this vertical.

“This vast number is due to the fact that many apps are delivered in different versions,” said Duedahl.

“We rely heavily on having the best solutions. It supports everything we have, and all we do. All data and processes are filtered through our ERP system

that follows the production from cradle to the grave. Without IT, we wouldn’t produce anything,” said Duedahl.

The Challenge

Profitability depends on IT services that are delivered quickly, securely and efficiently. This means that the IT department must be innovative and take actions that yield change and progress.

“Given that our environment is so big and multi-faceted, we had complicated, time-consuming and challenging administration. Prior to our investments in solutions from RES Software, we wasted a lot of time on boring and labor-intensive manual processes both in the desktop and server environments.”

The Solution

Most IT departments need to deliver more with less. Eurofins decided to invest in RES Automation Manager. The desire was to win back time for strategic tasks by automating changes and manual routine tasks. Today the platform delivers all applications with deployment tools from Microsoft and a

provisioned operating system. An RES agent on each device delivers preconfigured applications to ensure that each user group is equipped with complete packages.

“All users are defined in groups based on roles and departments. We have complete packages that are delivered to groups based on their needs and functions. Our tasks are assembled in predefined run books. This makes it easy to perform changes such as user profiles, mail clients and software distribution across the user environment,” said Duedahl.

When they started using the platform, one person was dedicated to inserting all applications and services into the system. A crucial, but time-consuming process.



“Now we experience a whole new world. The tool is very easy to learn and is used by all staff in the IT department. It is in many ways an extension of other tools that are used on a daily basis. Automation Manager solves all trivial tasks, and we also have the benefit of repeating everything that is solved once.”

Duedahl claims that the solution can do many tasks where others fail, such as setting up users and simplifying processes across the IT environment.

“There is no doubt that automation saves us both time and money. We use it to control all servers and can set up new VMware servers in record time. Everything is designed as modules, and we have generic packages that often are reused. This makes it easy to provision and manage workloads on the servers.”

Easy ITIL

The foundation in ITIL is service delivery, which is gradually becoming increasingly important for all kinds of businesses, especially since the framework takes a life cycle approach on services and delivers better solutions for how technology can in the best way support the business.

In ITIL v3 the key features are service strategy, service design, service transition, service operation, and continual service improvement. Automation helps achieve considerable results on all of these levels with limited resources.

Eurofins is very conscious of ITIL and sees Automation Manager as a key enabler to success.

“It’s pretty simple. All files, applications and resources are gathered in an ITIL library. From there, an agent in each PC ensures

“We are extremely satisfied with RES Dynamic Desktop Studio and are confident that our investment has been profitable. The solutions support and improve all processes in the user and server environments.”

—Asger Duedahl, Regional IT-infrastructure Manager at Eurofins Nordic

that processes run automatically. We also have a standardized application script that is the foundation for adaptations on each device across the Nordics,” said Duedahl.

The setup of the solution requires a certain amount of skill, but the advantage is that new kinds of software are usually adapted for such kinds of distribution. Furthermore it’s important to note that after being done once, all following processes run more easily and more smoothly.

“The system allows us to quickly introduce new policies and standards. We are able to automate all changes and quickly get them rolled out. Since we have complete control over all applications it’s easier to make positive changes across the business. We see Automation Manager as a strategic tool to meet our objectives to lower costs and meet the demands that are set for our department.”

Introducing Workspace Manager

The next step was to find the right tool that secured better control over the user environment. Good experiences with RES Software made it easy to invest in RES Workspace Manager to gain even more benefits.

“We realized how important it was to introduce tools that centralized administration and allowed us to separate the OS and the apps from the hardware. Virtualized user profiles were the answer and made it easier to administrate all users and software,” said Duedahl.

“I had some previous experience with Workspace Manager and knew that the lines on the helpdesk would go silent once the solution was up and running. This became the norm for us as well. When one

is able to control all configurations, it frees you from problems and ad hoc challenges. It’s quite simply a fantastic tool.”

Workspace Manager was among other solutions used to consolidate from five locations to one joint datacenter.

“One needs good configurations to enable good changes. Once everything is defined in Workspace Manager, it’s easy to move services from one location to the other. You can monitor everything and have a 360 overview of all changes performed.”

He believes that in order to best use Workspace Manager, one needs to understand how the applications work in production.

“If you don’t have this knowledge in advance you will automatically get it as you move along over all users, settings, rights and applications.”

“We know about everything that is installed and have much better control over our users. Security levels have increased dramatically. The user experience benefits by giving them more rights and options, and the IT department is in full control,” said Duedahl.

“We control everything centrally. Workspace Manager is our design tool and enables easy changes on a group and role level. If we want to set up new users, move them from one group to the other, or deploy new services, it happens automatically with few mouse clicks.”

Service Orchestration

Self service is planned as the next step to grant users freedom of choice and flexibility. This will be in the form of an ITIL-based service portal. This allows

users to serve themselves applications, services and functions after predefined rules are set for the group they belong to. Automated processes for requests for approvals will be added, so that managers must approve before requested services are delivered to the user in question. Also, when users move from one department to the next, all services can be automatically reassigned and delivered to the user’s dynamic desktop, without any IT expert having to be involved.

“This increases our efficiency, ensures faster delivery and users get controlled freedom,” said Duedahl.

“We have tested a self-service environment for almost a year, where managers, HR or the users themselves can order new services, manage set up of new users or solve other similar changes. This is set up on group and role levels where we have catalogs available for that category. If a new service costs extra in the form of license fees, a request is automatically sent to the appropriate manager, and they have to approve the additional cost.

“When the solution is deployed across the business, services will be delivered in minutes, not days. These automated processes will save the IT-department and users a lot of time and resources.”

The great experience with Dynamic Desktop Studio in the Nordics has resulted in the company deciding to standardize on the software suite across their global operations.

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.