

RES Software Enables Leading Law Firm to Decrease Help-Desk Calls and Increase User Productivity

Overview

Forsters is a leading London law firm located in Mayfair, London. It is best known for its property and client work, but also has important corporate, commercial and litigation practices. Having deployed Citrix six years earlier, they were experiencing issues with non-managed desktops, applications were not always behaving the same way across their infrastructure, and there was a general lack of satisfaction with logon times. They needed a solution that would improve logon speeds and provide better desktop control with less corruption to improve users' perception of IT.

Forsters then decided to purchase RES Workspace Manager and RES Automation Manager. Workspace Manager delivered a personalized, secure and reliable workspace to their desktops, thereby increasing user productivity. Also, Automation Manager made change easier by offering uniform solutions to routine but complex tasks. Labor intensive changes that normally took hours were completed in seconds. With RES Software, the control was handed back to IT, and the users were enabled to complete their jobs to the best of their ability.

Challenge

Having deployed Citrix six years ago, Meade's users were experiencing issues with a non-managed desktop, applications that did not always behave in the same

way across their infrastructure and a general lack of satisfaction with logon times. He needed a solution that would improve the logon speeds, provide better desktop control, enable better profile management resulting in less corruption and improve his user's perception of the IT infrastructure. Users were not as productive as they wanted to be due to logon scripts not being optimized and Meade's team having to ask users to reboot every time they called the help-desk. The situation was not helping the relationship between IT and the business.

“As a service department, we have a responsibility to ensure our IT users are working the best they can, with RES Workspace Manager, now they can. We have absolute consistency across all desktops, so moving from machine to machine is very simple, application provisioning is simple for IT and fast for the users. With centralized management we bring control back to IT. I would recommend anyone of my peers to buy it.”

– AJ Meade, IT Manager, Forsters

Solution

Forsters has a relationship with a trusted advisor partner, Intercept, with whom they had been working for over eight years. Intercept provide Forsters with advice and support on all their infrastructure and desktop environment requirements. Intercept advised Meade about two leading solutions in the market to review. Having conducted a proof of concept (PoC), Meade chose the RES Workspace Manager Platinum

Edition — a combination of RES Workspace Manager and RES Automation Manager.

“The reason for choosing RES Software was simple; it offered a solution for every issue we had and more,” explained Meade. “Once we had completed the



PoC and set up our environment, there was nothing else we needed to do. Straight away the logon time was reduced to seconds rather than minutes, and on that basis we agreed to buy it!”

“While Citrix provides the ability to centralize our applications, RES Software compliments it perfectly by allowing us to manage our desktop devices, as well as maintain absolute consistency across all of our XenApp Servers. It means that the behavior of all of our devices is predictable, and there are never any nasty surprises” continued Meade. “We employed two contract staff to install the complete RES Software solution over the weekend, and we were impressed by the minimal requirements RES Software had in terms of infrastructure.”

RES Workspace Manager: delivers a personalized, secure and reliable workspace to any desktop, thereby increasing user productivity. Its extensive set of features means it is not only a personalization tool but a truly revolutionary approach to managing your Microsoft Windows environment.

RES Automation Manager: Run Book automation for Windows enables IT professionals to deliver any set of changes to a Microsoft Windows environment and automates the provisioning of IT resources. RES Automation Manager makes changes easy, offering a uniform solution to routine but complex tasks. Labor intensive changes that normally take hours are completed in seconds.



Benefit

Meade's users now have a significantly reduced logon time and recently Meade has virtualized his Citrix environment on VMware. He knows of other organizations' attempts to virtualize Citrix that have failed, but because of his use of RES Software, with no login scripts or group policies, his virtualization project has gone extremely well and his users have suffered no performance issues since.

"The productivity of our users has increased significantly, and the relationship between my team and the users has also improved dramatically. Although we do not run 24x7 as a business, many times the

partners are working on cases throughout the night. With RES Automation Manager, I can remotely provision an application at 2am in the morning from home if required. With RES Software, the control is handed back to IT, but the users are not restricted or prevented from doing their job," enthused Meade. By having a wealth of user behavior and application usage data to hand (via the reporting engine integrated into RES Workspace Manager and RES Automation Manager), Meade has been able to identify which desktops require a memory upgrade and which ones could be left as is — providing a significant cost avoidance of upgrading machines unnecessarily.

Future Plans

In the current economic climate, Meade plans to use RES Software to identify further ways of integrating Active Directory and Citrix to ensure users are empowered to be as productive as humanly possible. He also hopes to use resource usage metrics to look into applications that Forsters may be over-licensed for.

"If we can renew licenses for only the applications we use, then we can ensure that Forsters are not wasting money unnecessarily," concluded Meade.

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](#).