

### RES Workspace Manager Enables Desktop Transformation and Empowers Users to Manage their Own Workspace.

#### Overview

Anil Sakaria is Infrastructure Manager, Europe for The Warranty Group (TWG), the world's leading single-source provider for the underwriting, administration and marketing of service contracts and related benefits. With the global market intelligence of 2,000 employees in 36 countries, and with 45 years of experience, they develop industry-leading solutions for manufacturers, retailers and distributors of autos, consumer electronics, medical devices, fitness equipment, power tools, appliances and home systems, as well as credit card enhancements and travel programs. They focus on value creation for each client with every transaction.

#### Situation

Mr. Sakaria is responsible for all infrastructure at TWG Europe, from back-end servers, networks, telephony and call centres to desktops. He has a team of 11 to support him, and together they are responsible for approximately 500 desktop users across Europe. Around 300 users are thin-client desktops, about 100 are standard PC desktops and the remainder are remote users.

Having been a Citrix 'house' for over 7 years, Mr. Sakaria had found some inflexibility within the Citrix environment from a management point of view; certain custom applications wouldn't work on

Citrix, which led the user experience to be very static and limited the adaptability of the overall system. Over the years, his Citrix engineers had evaluated a number of solutions in the market to address this issue, but none met their stringent requirements of manageability and flexibility, while providing an outstanding user experience.

“RES Workspace Manager enables our administrators and user to work together in managing the whole Windows desktop. RES Workspace Manager has bridged the gap of the age-old conflict between the IT department and business requirements to enable both to work as one; the whole adaptability that RES Workspace Manager provides empowers our users to be happy and productive with their user workspace. Ultimately, RES Workspace Manager has enabled us to deliver desktop transformation strategy that the business required”

— Anil Sakaria,  
Infrastructure Manager

Manager. This took about 2 months, and they deliberately targeted some of their more problematic users, who historically



couldn't move to Citrix due to application issues.

#### Solution

The pilot of RES Workspace Manager took about two months, starting with a handful of users within different areas of the business. TWG has a hub spoke topology out of Egham in the UK with no local services in the European sites. As all desktops are run out of the UK, the users need a response time from their desktop that appears local, and RES Workspace Manager provides that by optimizing the performance of the user's desktop as well as the applications they use.

“We found that Citrix did not run optimally over a WAN. By deploying RES Workspace Manager, we have gone from having historically unhappy, very vocal users to users that are now championing RES Workspace Manager to their colleagues,” remarks Mr. Sakaria. “Prior to implementing RES Workspace Manager, we were running five different desktops and our number one goal was to have a single desktop strategy. We now have a single desktop in eight different European countries and in each local language. The users feel in control of their desktop and my team is able to better manage user settings, drive mappings, applications and shared resources.”

#### Benefit

RES Workspace Manager has empowered TWG users to manage their own desktops, and they feel in control. Productivity



has significantly increased as users are now experiencing a 'local' desktop environment. This time last year, Mr. Sakaria's team had on average 200 open support calls a day. Now, support calls have hit an all time low, with an average of only 40 open calls a day – and none of them are related to issues with the thin-client estate. This marks a 100% call reduction due to RES Workspace Manager.

Mr. Sakaria is also delighted with a few additional benefits that he hadn't envisioned when initially rolling out RES Workspace Manager. He now has the ability to work with applications through RES Workspace Manager that are not written for a thin client architecture and can now be delivered into the user's desktop.

Additionally, in the initial pilot process, the team had not evaluated RES Virtual Desktop Extender (VDX). Historically, a

number of users could not move to thin-clients as they were using applications that were resource intensive and had to run on a PC. With VDX, they can still have their desktop PC and leave their heavy applications running on the PC, but reverse 'publish' them into their remote desktop. This unique solution enables TWG to gain even further ROI from their RES Workspace Manager investment.

"RES Workspace Manager has really enabled us to get inside the user's desktop. We previously had issues with grammar and dictionaries for our colleagues in mainland Europe as they naturally want to write in native language. RES Software has given us the flexibility to deliver this and has totally met my expectations. We have not come across a situation that RES Software cannot overcome for us, and I only wish I'd found it sooner," states Mr. Sakaria.

### **Future Plans**

Currently, Mr. Sakaria's team is evaluating Windows Server 2008 for the back-end and trialling Windows 7 on the desktop. If the Windows 7 trial is successful, TWG will migrate, and RES Workspace Manager will enable this next desktop transformation for the group.

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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](http://www.ressoftware.com).*