

User Environment Management An AppSense Overview

Corporate IT departments are under increasing pressure to deliver a consistent quality of service to their end users. The number and diversity of applications continues to increase, as does the diversity of user types and the methods by which they access their working environment. Getting the right applications to the right users at the right time, while maintaining a quality service, is becoming more and more of a challenge to IT departments.

To compound the problem, recent new application delivery technologies such as virtual desktops and streaming add to the burden by increasing the management demands on the IT department. These new delivery technologies also create issues for end users as they are forced into different working environments depending on the delivery mechanism being used, the applications they need to use and the accessing device. This often results in an unhappy and therefore unproductive workforce. So how can IT departments and users work more efficiently and at lower cost? AppSense User Environment Management creates a consistent and seamless environment for end users across a range of application delivery mechanisms, making their daily working environment predictable and responsive. The burden on IT management is reduced through centralised management tools, data storage and environment reporting and monitoring.



With User Environment Management, IT administrators need not maintain user profile information in disparate locations and be plagued by disgruntled users suffering slow logon times and unresponsive applications. The behaviour of the environment can be dynamically tailored to accommodate both business policy and users' personal requirements without compromising security or stability. User Environment Management also provides greater visibility into the end user environment, enabling IT to provide a proactive service rather than wait for problems to occur before fixing them. By optimising hardware resources, opportunities to maximise the number of users serviced by current hardware investments can also be realised. All this leads to costs savings in management, support and hardware, improved user satisfaction and productivity, and achievable quality of service levels across the entire IT infrastructure.

User Environment Management comprises four solution components :

- Profile Management
- System Protection
- Quality of Service
- Centralised Management

The combined solution is called AppSense Management Suite. You can find more information about the Suite on the next page.



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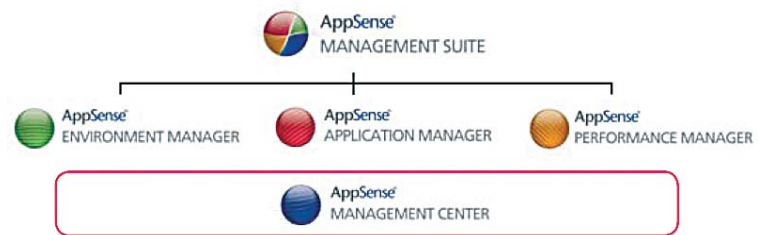
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AppSense Management Suite

AppSense Management Suite is the first fully integrated, enterprise-class, User Environment Management solution designed to support a range of application delivery technologies. The Suite consists of four components that provide comprehensive user profile management, protected system environments and consistently responsive applications.



A centralised management console provides complete control across thousands of user environments with minimal maintenance overhead. Visibility into the environment is provided with reporting, monitoring and auditing capabilities. AppSense software is deployed using an extensive, secure and fault-tolerant deployment infrastructure, integrates with existing systems such as Active Directory, and is x64bit and Vista compliant.

ENVIRONMENT MANAGER

Profile Management: Consistent yet contextual user environment

Key Benefits

- Quick and easy profile creation and maintenance
- Combines company policy (mandatory profile) and flexibility (contextual personalisation)
- Central storage of profile information reduces risk of corruption
- Profile size reduced hence log-on/off times reduced
- Profile stability maximised

PERFORMANCE MANAGER

Quality of Service: Responsive user environments

Key Benefits

- Ensures a consistent and predictable quality of service to end users
- Application response times are optimised according to business rules
- Optimises use of hardware resources such as CPU, Memory and Bandwidth
- Leverages hardware investment by maximising users per server

APPLICATION MANAGER

System Protection: Protected user environments

Key Benefits

- Maintain a pristine build to protect investment
- Manage access control by user, group, device or script-based rules
- Prevent unauthorised execution of code to reduce support costs
- Ensure compliance with Microsoft licensing

MANAGEMENT CENTRE

Key Benefits

- Centralised reporting, event monitoring and auditing provides predictability
- Centralised management of all components reduces overhead
- Cross-platform software deployment
- Integrates to existing infrastructure investment

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