

Login AM brings order to the Terminal Server Farm



Company: LVR-InfoKom
Industry: Service Provider
Country: Germany
Website: infokom.lvr.de

Challenge: increasing the level of automation and reducing the complexity and costs of maintaining the terminal server farm.

Solution: Login AM

Results:

- No manual installation of the terminal server farm
- Minimal risk of errors and fast service
- Automated maintenance of the terminal servers

LVR-InfoKom is the IT service provider for the Landschaftsverband Rheinland (LVR) in Germany, which works as community association for people in the region employing around 18,000 members of staff. LVR-InfoKom maintains two modern high security computer centers for its clients in LVR, e.g. 40 schools, 10 clinics, 19 museums, a state youth welfare office and a youth welfare network. The applications, with a focus on social services, which LVR-InfoKom must centrally and reliably make available, are respectively diverse.

The challenge

Apart from the standard Microsoft Office applications, the computer center LVR-InfoKom, also makes specialized and niche applications for social service institutions (schools, hospitals etc.) available to users via a terminal server. The high grade working environments set up in the computer center are tailored to the clients' needs and have all the necessary components required by the employees to process specialized tasks.

However, these individually designed solutions increase the complexity within the computer center because the software products used are also updated at relatively short intervals. For this reason, the clients' software und package arrangements cannot be transferred to other clients.

The terminal server was partly automated before the deployment of Login AM and was manually maintained. With increasing user numbers it was thus foreseeable that the expense could no longer be justified within an economically feasible framework and that the error rate would increase at the same time. Therefore LVR-InfoKom decided to increase the level of automation and to simultaneously reduce the complexity and costs for maintaining the terminal server farm.

The solution

Because of the heterogeneous applications arrangement and the short update cycles, the use of the otherwise common "Golden Image" solution per provisioning was not appropriate to the client for economic reasons. An option was sought to avoid differing levels of software in the terminal server environment and to make it possible to distribute updates automatically if possible.

The solution to be found needed to reduce the manual input without showing a lock-in-effect in the computer center. Possible integration into the Citrix environment and, ideally, collaboration with Active Directory Services was required.

"With Login AM we have consciously selected a versatile solution, which can be individualized to a large extent. In principle, anything is possible as far as software distribution and maintenance processes are concerned. We are therefore well armed for future challenges and growing user numbers."

**-Markus Müller, Team
Leader Desktop,
LVR-InfoKom**

The prerequisites were fulfilled by Login AM. The rollout, with which the majority of the deployed applications and terminal servers could be addressed, was able to be carried out within six months of the start of the project.

The benefits

With more than 11,000 authorized users, of which around half are regularly logged on at the same time, a computer center needs an automated solution to administrate the users and software packages, to grow further and to maintain its high quality of service. Login AM is an important building block here.

With the introduction of the new distribution system, the previous manual installation of the terminal server could be dispensed with. The service can thereby be made faster and have fewer errors.

A challenge for LVR-InfoKom as the computer center's operator lay in updating the heterogeneous application environment. In a terminal server farm, which in any case is heavily orientated towards its own requirements, a wide range of differing programs must be kept up-to-date. Thanks to Login AM, manual intervention is no longer needed. The terminal servers are maintained automatically and the user applications are updated to the latest status at exactly the set time. A further plus point of Login AM is its multi-level distribution process (Development, Test, Acceptance, Production = DTAP), which avoids down time.

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Team Leader Desktop

About Login VSI

End user experience begins with performance. Great performance begins with Login VSI. We provide performance insights for virtualized desktop and server environments. IT departments, service and technology providers use Login VSI, Login PI and Login AM in all phases of their virtual desktop deployment to deliver a more consistent end user experience. Login VSI products work with VMware Horizon View, Citrix XenDesktop and XenApp, Microsoft RDS and any other Windows-based virtual desktop solution.

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