

Leading UK Legal Firm Achieves In-Depth Monitoring and Diagnostics for VDI Estate with Liquidware Stratusphere UX

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– Darren Perry
EUC Services Manager, DAS UK Group

Organization:

DAS UK Group

Virtual Desktop Users:

Onsite and Remote

Products:

Liquidware Stratusphere UX™

Overview

DAS is the UK's leading specialist legal expenses insurer. The DAS UK Group comprises an insurance company (DAS Legal Expenses Insurance Company Ltd), a law firm (DAS Law), and an after-the-event legal expenses division.

DAS UK introduced legal expenses insurance (LEI) in 1975, protecting individuals and businesses against the unforeseen costs involved in a legal dispute. Today it has over nine million policyholders.

Darren Perry, EUC Services Manager for DAS UK Group, is responsible for the organization's entire desktop estate, including the virtual desktop infrastructure (VDI) estate.

The Challenge

Since implementing VMware VDI in 2014, Mr Perry believed that DAS UK lacked the ability to really drill into the operating system to pinpoint potential issues, measure trends and create meaningful reports on its endpoints.

The main catalyst for seeking a solution was a period of unidentifiable performance issues for a regional office's staff. Users were suffering with slow logons and generally sluggish performance. "As project lead for our VDI implementation, I have much experience in our environment and was aware of where things have gone well and not so well. While I was pretty sure of the root cause, I didn't have the ability to measure process hits, affected applications, logon times etc.," commented Mr Perry.

The Solution

After discussing the requirements and running a pilot with ComputerWorld, a Liquidware Acceler8 Partner, DAS UK purchased Stratusphere UX for its head office and one of its regional office VDI data centres. VDI users are the initial use case, but DAS will be extending Stratusphere UX across its fleet of physical desktops and laptops in due course.

The Results

The increased visibility provided by Stratusphere UX has yielded significant business and productivity improvements. Mr Perry stated, "It's highlighted a number of bottlenecks that we were otherwise unaware of. Some were simple configuration issues that were very easy to resolve, but there were also some hardware bottlenecks. The modelling and metrics that we could show in Stratusphere UX allowed us to articulate the point and make a business case to fund the required hardware upgrade."

The Future

DAS UK has a number of new EUC initiatives for which it anticipates Stratusphere UX will provide benefits. Among these initiatives is migration to Windows 10, for which DAS plans to utilize Stratusphere UX capabilities to size its VDI hosts and ensure that users continue to enjoy their customary performance levels.

Additional initiatives comprise:

- Support for planning an expansion of its VDI estate – this is now complete and

Stratusphere UX helped with analysis

- The on-boarding of VDI from home – this is currently in pilot and Stratusphere UX is helping with analysis
- Working with their more complex (high performance) desktops
- Windows 10 testing and on-boarding
- Scaling the environment
- A real time dashboard displayed in the Operation Service area for BAU (business as usual) incidents and alerts so they are ahead of the game should an issue arise – fix it before it's a problem!
- Monthly KPI reports, which are pulled on a monthly basis
- Troubleshooting for users who have reported issues from a previous date, pulling historical info will prove useful when working on longer standing issues – assists with user incidents for real time analysis
- Measuring Network and SAN performance during an issue

In summary, Mr Perry said, "Stratusphere UX has afforded DAS UK a unique insight into our overall desktop infrastructure, both physical and virtual. The benefits to both the business and our users are quite profound. My admin team can now pre-empt issues prior to them occurring with the diagnostics element of Stratusphere UX. They can also continually monitor the environment and troubleshoot if required, which all leads to happy users!"



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