Liquidware ProfileUnity with FlexApp Gets Top Grades at Dollar Academy

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>
> *– John Hughes*
> *Director of IT*

Organization:

Dollar Academy
Dollar, Clackmannanshire,
Scotland

Virtual Desktop Users:

1,440+ employees and students

Products:

Liquidware ProfileUnity™
with FlexApp™

Overview

Dollar Academy, the Sunday Times' Scottish Independent Secondary School of the Year 2018, is one of Scotland's largest and best performing schools. Founded in 1818, Dollar Academy is the world's oldest co-educational day and boarding school. John Hughes, Director of IT, is responsible for the the school's 900+ desktops and end-point devices deployed across the institution's 1,440+ employees and students.

The Challenge

Running a combined Windows 7 and Windows 10 environment, across both physical and VMware Horizon 7.5.0 VDI desktops, had created a number of issues that were causing loss of user productivity. As Mr Hughes explained, "Profiles were excessively large and we were struggling to find a way to remove the build up of cookies. We also needed to reduce login times, plus we required one roaming profile between Windows 7 and Windows 10 along with being able to use Outlook in cache mode for roaming profiles." Further, Mr Hughes needed to be able to manage the deployment of network printers and applications across both VDI and physical PCs, while achieving a much-needed reduction in VDI base-image size.

The Solution

Having looked at various options, including scripts, removing roaming profiles, ThinApp and App Volumes, Mr Hughes took the advice of Liquidware partner Capito and undertook a product demonstration of Liquidware ProfileUnity with FlexApp. He explained, "We had a tight window for deployment, so we went with Capito's recommendation, as they are a trusted source and preferred IT support provider for the school.

"The product demonstration was very impressive, and we decided on Liquidware because its solutions represented the best value for the money, with one suite of software to tackle both our issues – profile management and application deployment. We can now build, deploy and manage our virtual apps with effective packaging that can be deployed on VDI or physical PCs as required. Along with being able to proactively manage users' profiles and the end user experience as they work between physical and virtual desktops, Liquidware ProfileUnity with FlexApp was very easy to deploy and manage – the GUI is very clear and has a lot of granular configuration that delivers immense savings and productivity gains for our users."

The Results

ProfileUnity with FlexApp has been deployed within Dollar Academy's physical and virtual environment, and the list of benefits Mr. Hughes' IT team and his users are receiving is significant, including:

- Faster login times
- Faster Outlook loading times
- Simpler build, management and deployment of virtual applications
- Easier-to-manage shared drives, folders, and registry changes
- Simplicity of use compared to GPOs
- Instantly applied at end user log on or log off, without the need to wait for GPO update schedules
- Granular filtering to apply settings to individual users
- Easy visibility into settings applied to user profiles
- Better control and deployment of changes than with previously used GPOs

- Highly successful network printer deployment: the academy has a 99.9999% success rate for users connecting to the correct network printer
- The IT now deploys a unified approach, with everything managed from one GUI
- Straightforward FlexApp app build that's quick to test and easy to deploy

"The support and training we've received from Liquidware local partner Capito has been second to none and is backed up by excellent support from Liquidware's helpdesk and support articles on their website."

Mr Hughes stated that the product is very straightforward and intuitive and has delivered numerous business benefits since its deployment.

"My team has simplified network management without needing an in-depth knowledge of GPOs. Any changes applied are very quick and without the need to reset PCs, causing far less disruption to teachers and classes. ProfileUnity also makes it very easy for our support desk technicians to troubleshoot and support end users while providing more control over cached data locations. FlexApp is highly effective in reducing the VDI base image size, resulting in the saving of storage space. The click-to-layer functionality is a very effective deployment for apps on demand and has been used in the deployment of Windows 10 within our VDI environment.

"Overall, the quicker login times in classrooms results in teachers and pupils engaging within class far more quickly, and it is far easier to update software on VDI pools with Liquidware, as there is no time delay and applications are instantly available," concluded Mr Hughes.