

Liquidware Labs VDI Essentials Guarantees a Successful Desktop and Application Refresh for Covéa Insurance

"ProfileUnity was key from the beginning... to understand the current user environment and prepare for the migration...to ensure that the new desktops matched the legacy desktops, thereby promoting end-user satisfaction.

*- Danny Lee, Infrastructure Manager
Covéa Insurance*

Organization:
Covéa Insurance

Virtual Desktop Users:
250 +

Products:
Stratusphere FITTM
Stratusphere UXTM
ProfileUnityTM

Overview

Formed in October 2012 following the integration of MMA Insurance, Provident Insurance and Gateway, Covéa Insurance is a member of one of Europe's leading mutual insurance groups, Covéa.

Covéa is number one for property and liability insurance in France and serves more than 11.4 million policyholders, generating €17.2 billion in premiums in 2015.

The company has recently deployed a virtual desktop environment to the Motor Claims department. More than 250 handlers were migrated onto the new virtual desktops.

The Challenge

With an internally built application still running on Windows XP, and with some PCs being ready for a refresh, Covéa Insurance was faced with multiple challenges. The organization not only needed to update its desktop estate, but it also needed to perform an upgrade of the operating system from Windows XP. In addition, a subsequent refresh was required of key business applications, both in-house developed and off-the-shelf packages such as MS Office. Originally considered obstacles, these factors actually provided the organization with the opportunity to completely re-assess its end-point device requirements. The Technical Services team set about reviewing virtual desktops as the potential answer, not only to handle the refresh agenda, but to also set the stage for more efficiency and security.

The Solution

Working in close conjunction with Liquidware Labs Center of Excellence partner SITS Group, Covéa Insurance embarked on an initial assessment of the environment using Liquidware Labs Stratusphere FIT. This first phase required a month-long, 24-hour-a-day monitoring of 315 desktop machines and 308 users, with the goal of gaining a detailed understanding of the viability of running a virtual desktop architecture.

“The comprehensive reports from Stratusphere FIT enabled us to determine that the vast majority of desktops and user profiles were good candidates for VDI. However, probably more important, we were able to understand the interdependencies of data, application usage and the network. The application usage and suitability review highlighted a potential latency risk within our planned design. Using the data from Stratusphere FIT and Stratusphere UX for planning, this potential latency risk was mitigated,” commented Danny Lee, Infrastructure Manager, Covéa Insurance. “SITS Group has been a pleasure to work with; they’re an excellent partner.”

The Results

After reviewing the Stratusphere FIT reports, SITS Group embarked on the design, developed a proof of concept and then commenced harvesting existing user profiles utilising ProfileUnity, to allow for the profile migration and persona management within the new VDI environment.

SITS Group worked closely with the Covéa infrastructure team to configure and install the VDI platform (VMware Horizon View 6.1) with end-point deployments of IGEL thin clients utilising the Universal Desktop Converter (UDC)

“ProfileUnity was key from the beginning,” said Lee. “It enabled us to understand the current user environment, and prepare for the migration to the virtual desktops, effectively taking the required profile data – including years of website favourites, drive mappings etc. – to ensure that the new desktops matched the legacy desktops, thereby promoting end-user satisfaction with their new environment.”

