

| Customer Profile |

STRATOSPHERE™ UX HELPS MILITARY CONTRACTOR MODERNIZE THE DESKTOP FOOTPRINT FOR HIGH-SECURITY TRAINING CENTER



Organization:
Military Contractor



Desktop Users:
1,000+



Products:
Stratusphere™ UX

Challenge

In 2019 a U.S. defense contractor was tasked with modernizing the operational desktop footprint for a high-security computer training center for military personnel. Training center leaders planned a significant facility and IT renovation to augment classroom space and replace physical desktops with virtual ones. Before the expansion and upgrade could begin, the leaders and IT operations teams needed to get a complete and objective picture of how their desktop systems were performing and what infrastructure resources would be needed to support the virtual desktop solution.

“The client wanted a modern virtual desktop solution that could grow as the needs for training changed. The first step was gathering the baseline requirements of the legacy physical desktops, and the resources required to run applications that would be used,” says the senior virtual desktop systems engineer at the facility. His team also needed to conduct the infrastructure assessment while supporting day-to-day operations without interruption.

Solution

The search for visibility into current utilization and future needs ended after the contractor engaged with Liquidware and used its Stratusphere™ UX digital experience monitoring and diagnostic solution to capture baseline data on the desktop environment. The information collected and the guidance Liquidware supplied provided the perspective and data needed to size the new desktop environment.

“Liquidware showed us what the desktop resources footprint really needed to be, with the deployment of the Stratusphere UX client application and server services,” says senior engineer and program leader. “The Liquidware team, along with the Stratusphere UX data collection and metrics reports, were a valuable tool for determining the sizing requirements of the virtual desktop provisioning resource requirements. Liquidware provided expertise and insight with out-of-the-box reports that provided visibility into the desktops, allowing us to determine the computing resources we needed for the virtual desktop environment.”



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Senior Virtual Desktop Systems Engineer

The standard reports available from Stratusphere UX made it easy for the top decision-makers to understand desktop performance and requirements. “Stratusphere UX reporting, for both instant and long-term analysis of desktop usage, easily integrated into our solution documentation. The format of the metrics and charts provide easy to understand information about our complex environment,” he says. “With the default reports Stratusphere UX provides, once the data has been collected, you can easily answer about 90% of the questions

that are needed for sizing out a virtual desktop solution. This makes the process of converting from a physical to a virtual desktop solution easier, because you have data to support infrastructure sizing decisions.”

Liquidware and Nutanix worked with the defense contractor to design an environment featuring Nutanix hyperconverged infrastructure (HCI), with Citrix Virtual Application and Desktops (CVAD) delivering non-persistent secure virtual desktops to meet the needs of their customer. The training center deployed 600 virtual desktops for over 1,000 endpoints, all running Stratusphere UX’s seamless client, with accurate reports on both active and trending system requirements. Stratusphere UX has been key in helping to size the virtual environment and maintain monitoring of the provisioned desktops through detailed logon monitoring, capacity planning and resource utilization reports.

Results

The training center retained Stratusphere UX after the rollout and relies on it every day as a key component for monitoring and managing the environment.

“What’s great about Stratusphere UX is that you can get data when the machine is spun up, when the user logs on, and when the machine is running. With other software, it’s like you’re

looking out of a port hole window on a ship, with Stratusphere UX it’s like you’re standing in an open field and can see everything all around,” says the senior systems engineer. “The ability to drill down into the detailed reports allows you get the whole picture of the virtual environment in one place.”

The organization has maintained its high desktop performance levels and customer satisfaction levels at the training center, all while continuing to scale the virtual desktop environment. Now, the facility’s scope has expanded to support more than 2,500 total endpoints, with over 2,000 provisioned virtual desktops.

The visibility for performance management has helped maintain 99.9% uptime for the virtual desktops, with only a two-hour maintenance window every two weeks. The environment’s high performance and uptime has helped win over a reluctant user base, wary of virtual desktop solutions. “People were very skeptical about using virtual machines and were sure they wouldn’t be powerful enough. Now they love them. Our users know that when they log into their desktop, it will be fast, reliable, and provide them with a robust desktop experience.”

Learn How Your Organization Can Achieve Similar Results.
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