

| Customer Profile |

CLASSIC CAR INSURER DEVELOPS NEW-AGE METHODS FOR DESKTOP MANAGEMENT



I can't emphasize enough how much data Stratusphere UX provides. It obliterates what you can get from other products."

JEFF CARROLL
Senior Desktop Engineer at Hagerty

Specialty automotive insurer Hagerty sought a tool to collect more data so it could get better visibility into its VMware® Horizon environment. It found a solution that seamlessly provides data from VMware Horizon, Microsoft® Intune (formerly Endpoint Manager) and ServiceNow® to a Microsoft Azure environment. In Azure, Hagerty runs analytics and creates dashboards so the support team can keep virtual and physical desktops monitored, compliant and optimized, whether users are in the enterprise, working from home or at another remote location. Stratusphere UX provided the data collection and connectivity Hagerty needed to get to the next level of desktop visibility, performance, and support.

The Challenge

Hagerty specializes in insuring antique and collectible cars and is the world's largest membership organization for car lovers. It operates in a small niche of the automotive insurance industry, but is a high-growth company – in the span of approximately one year the company went public and signed a partnership with one of the largest national auto insurers. That left the desktop support team with a much higher workload, but without a corresponding increase in staff.

"We are undergoing exponential growth, and that forced us to get creative in how we provide support," says Jeff Carroll, senior desktop engineer at Hagerty. His team focuses on developing automations to manage as much desktop support as possible. That requires getting timely, in-depth visibility into desktop performance – and for Hagerty's purposes, it required access to endpoint data that the VMware Horizon environment could not provide.



Organization:
Hagerty



Products:
Stratusphere™ UX

That led Carroll to investigate new desktop management capabilities, and ultimately to select the Stratusphere UX digital experience monitoring and diagnostics solution from Liquidware. Stratusphere UX enabled Hagerty to achieve next-level automation and desktop performance analytics, new performance dashboards that reduced its software licensing costs, and more.

“Stratusphere UX can provide so much data,” says Carroll. “It has been super helpful. We use it almost every day to investigate issues.”

Without Stratusphere UX, Hagerty experienced limitations both with VMware Horizon and Intune, including the inability to capture the serial numbers of devices being monitored. That, and other visibility blind spots, created challenges for Hagerty, for example when it wanted to see available RAM in specific desktops before pushing a security patch, or to warranty status before determining how to manage service. VMware Horizon provided different visibility than Intune, but its latency was a problem. Hagerty’s offshore developers couldn’t consistently or easily get into VMware Horizon to access the performance data they needed to guide their work. The desktop support team was also disappointed with the performance data visibility, and often had to spend considerable time investigating common performance issues such as slow user logins or network performance.

Solution

Hagerty licensed Stratusphere UX for desktop performance and user experience monitoring and used its included API Builder to create the integration it needed with Intune to automatically collect, report, and process the desired data. API Builder 2.0 helps administrators easily build API strings to extract data by graphically displaying API options and rendering a table from the data at the bottom of the screen. It allows users to save progress, view histories, go back to previous states and import existing Stratusphere UX API strings.

Hagerty has used API Builder to write scripts for Intune and VMware Horizon that have enabled it to automate many tasks associated with desktop monitoring and management. For example, after Hagerty transitioned its desktops so employees can work from home during the pandemic, many began reporting poor performance. Using performance data

gained through Stratusphere UX, the desktop support team identified an issue with Hagerty’s antivirus software and made a configuration change that improved performance on remote machines. The team also uses the Wi-Fi signal strength monitoring from Stratusphere UX to proactively and automatically warn remote workers that signal strength could start causing performance problems.

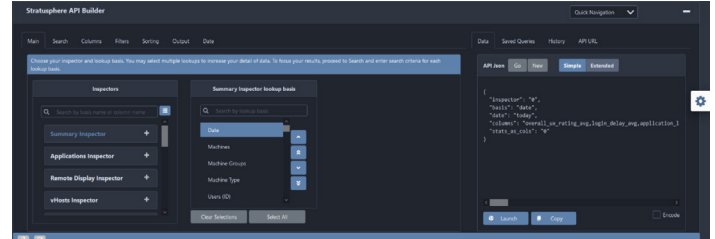


Figure 1: A screen shot from Stratusphere API Builder

“The API Builder is pretty impressive in what it can do, with all the data it can pull from the main console and let us build our own interface to combine it with Azure and log analytics to create these nice dashboards.”

Hagerty used to build its performance dashboards with Power BI, but doing it with Stratusphere UX and Azure proved more cost effective.

“We don’t have the licensing for anyone to just create a Power BI dashboard or edit a Power BI dashboard, whereas with Azure, we don’t have that issue of not having people be able to access it. That was another big sway for us to move these reports to Azure,” says Carroll.

Automation developed from integration with Intune has helped security and compliance while reducing the time and effort required. Hagerty frequently issues security patches or other updates to meet its audit and PCI compliance requirements. Some updates would fail to load because the target desktop did not have enough free memory, so someone from the help desk would need to follow up to ask the user to clear space before trying to install the patch again. Hagerty uses the desktop visibility from Stratusphere UX and the scripts it created to automatically check available memory on all desktops before the patch is initiated. If a desktop does not have enough memory, the script automatically executes a desktop cleanup to create the needed space. That automation saves labor hours and ensures security updates are done right the first time.

STRATUSPHERE UX USE CASE

The Results

Savings on tasks like these made it possible for Hagerty's desktop team to continue to provide quality support as the company evolved. Carroll's team now spends much of its time developing new automations to support the environment. Their next initiative is to integrate with Hagerty's ServiceNow system to create more visibility and automation capabilities. Stratusphere UX has been certified by ServiceNow and is available in the ServiceNow Store. It lets users easily customize their ServiceNow experience to include Stratusphere UX data that is unique to their operations. Hagerty already uses input from Stratusphere UX to automatically generate some types of service tickets and will have many more possibilities to automate asset management, reporting and more after learning more about ServiceNow integration.

The new levels of visibility and control have enabled Hagerty to provide a consistently excellent desktop experience for users whether they are at home, on the road or in a company office. Hagerty achieved that while simultaneously improving its security posture, reducing the time needed to complete PCI audits, having better dashboards and creating them more easily and cost effectively, and taking its help desk automation to new levels, all while growing the business at an unprecedented rate.

"I can't emphasize enough how much data Stratusphere UX provides. It obliterates what you can get from other products," says Carroll. "That's been key for us. Otherwise, we'd have to spend too much time looking for the data."



www.liquidware.com

866.914.9667 | +31 (0) 85 0654675 | +41 79 872 2954
+44 (0) 1276 804 547 | info@liquidware.com

©2023 Liquidware Labs, Inc. All rights reserved. Liquidware, Liquidware Labs, ProfileUnity, FlexApp, Stratusphere UX, ProfileDisk, PackageOnce, ProfileBridge, and FastPackaging are all trademarks of Liquidware Labs, Inc. All other marks mentioned herein may be trademarks of their respective companies.