



End-user computing analytics for rich user, IT asset and service insights

Business challenge

IT departments today are faced with challenges from many different angles. Businesses are demanding more for less, with greater agility high on the list. End users want flexibility, with the ability to access all of their applications and content from anywhere at any time.

At the same time, IT is looking how best to use cloud solutions, how best to transform the desktop, where to use virtualization technologies and how to plan operating system upgrades and desktop refresh programs. How does IT deliver to business needs, satisfy end-users, maintain security and control and understand the best technology to help them? Where does IT start?

End-user analytics

Whether planning Windows 7 migrations, VDI or other virtualization implementations or moving more towards cloud-based service delivery, IT needs a constant, consistent starting point – **a complete understanding of application, device and content usage.**

In addition, any IT department looking to optimize software license and asset management and reduce costs through minimizing additional license purchases or enabling license reductions **can only do so by truly understanding application usage.**

Understanding application usage therefore has benefits for both transformation projects and continuous metering and monitoring of the end-user computing estate:

Desktop transformation projects

- **Windows 7 migrations** – dramatically reduced application compatibility issues, enabling streamlined project delivery and reduced costs.
- **Application virtualization** – identification of ideal applications to deliver through application virtualization and streaming technologies, ensuring the right application delivery infrastructure.
- **VDI projects** – detailed, rich understanding of application and user session concurrency, ensuring VDI infrastructure is optimized and costs are minimized.
- **Cloud service delivery** – acceleration of cloud service delivery enabling reduced infrastructure costs.

Continuous metering and monitoring

- **Software license optimization** – minimize additional license purchase and enable license contract right-sizing, significantly reducing enterprise costs.
- **Asset optimization** – ensure device allocation is optimized based on application usage and user workstyles, further reducing costs and improving end-user efficiency.

Centrix WorkSpace iQ feature overview

Application matching

- A unique, industry-leading approach that does not require a data dictionary and enables automatic classification of executables and applications into recognizable and manageable packages. This greatly improves the speed and efficiency of application optimization.

User matching

- Import and store key user information such as business unit, department etc, which can then be used as the basis for migration and virtualization project planning, highlighting efficiency gains and strategic operational improvements.

Windows 7 migration planning

- Identification of compatible and incompatible applications, importantly augmented by usage information. This highlights which incompatible applications require remediation and which need not be taken forward to Windows 7, greatly streamlining Windows 7 migration planning.

Virtualization planning

- Understanding of maximum user concurrency rates for VDI infrastructure planning, which can cut infrastructure requirements by 33%.
- Application demand and concurrency, enabling detailed identification of network bandwidth requirements for optimized application delivery.
- Application resource usage information, highlighting which applications are resource intensive. With this information, IT can plan optimum delivery technologies.

Software license and asset optimization

- Hardware and software savings reports. Analyze financial savings based on usage and concurrency information.
- License optimization. Identify software licensing savings.
- Microsoft Office right-sizing. Understand where Microsoft Office Standard licenses can be used instead of Microsoft Professional, based on empirical user data.
- Site planning. Identify office rationalization opportunities, such as home working, that can enable reduced office leasing and renting costs.

Management dashboard

- Graphical and summary reports. Highlight, across all areas of the end-user computing estate, immediate actionable items for transformation projects and ongoing IT planning.

Hardware and software inventory

- Inventory of devices and installed software.
- Adds/Removes. Report on changes within the IT estate and identify where users may be deploying their own devices to access corporate resources.
- Application matching. Group executables and applications into relevant packages for reporting and analysis.

WorkSpace iQ system requirements

WorkSpace iQ is available as a hosted or on-premise solution. In both scenarios, lightweight end-point agents capture and deliver hardware, software and usage information to the server. The server can be installed on-premise or be hosted as a cloud solution to reduce ongoing infrastructure management costs. The server infrastructure collects, stores and reports on collected data.

Where WorkSpace iQ is installed locally, the following system requirements apply:

Target operating systems for WorkSpace iQ

Operating System	iQ Servers
Microsoft Windows XP (All Editions)	● ⁽¹⁾
Microsoft Windows Vista (All Editions)	● ⁽¹⁾
Microsoft Windows 7 (All Editions)	● ⁽¹⁾
Microsoft Windows 2003 Server (x86 Edition)	●
Microsoft Windows Server 2008 (All Editions – x32 and x64)	●

⁽¹⁾ For scalability and connectivity reasons it is recommended that WorkSpace iQ server components are installed on Windows Server Operating Systems

SQL server support for WorkSpace iQ

SQL Server 2008 or 2008 R2	iQ
Data center	●
Enterprise	●
Standard	●
Web	
Workgroup	
Express	

Unified end-user computing

Headquartered in Newbury, UK, with offices in New York, Centrix Software www.centrixsoftware.com provides award-winning unified end-user computing solutions that optimize the way IT infrastructures deliver applications and content provisioned from physical, virtual, web or hosted platforms. By enabling a user-centric approach to IT service delivery, Centrix Software helps its customers to be more agile, flexible and efficient in how they deliver client-side technology services. Centrix Software's solutions have helped leading organizations in banking and securities, insurance, telecommunications, retail, manufacturing, pharmaceutical, energy and utilities, and the public sector.

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