

Centrix WorkSpace iQ Provides Application Usage Visibility to University of Warwick

“Centrix WorkSpace iQ is simple to install and simple to use, yet the empirical data it produces is extraordinarily powerful. It provides me with visibility of what applications students are using, when and for how long. This data is invaluable for planning and decision making in terms of our future application delivery strategy.” Mark Miners, Head of the Application Delivery Service, IT Services, University of Warwick.

Situation

Warwick is one of the UK’s leading universities, with an acknowledged reputation for excellence in research and teaching, for innovation, and for links with business and industry. By 2015 Warwick aims to be in the top 50 world Universities. IT Services provide a range of services that are essential to the efficient operation of the University, and fundamental in providing a solid foundation for achieving future University goals. IT activity occurs across the University through a combination of centrally provided services and local, departmentally based, projects and IT teams. Mark Miners, Head of the Application Delivery Team, is responsible for the applications delivered to over 1,000 desktop machines across the University campus in the student work areas, and is currently undergoing an investigative period to determine the application delivery strategy for the future.

Challenge

Mr Miner’s team had no visibility to the number of applications they had, what were being used and if they were even needed. They also required visibility to assist in planning for a Windows 7 roll out. Without information on application usage and consumption, a complete desktop delivery plan could not be formulated. Part of the overall vision for the work area desktops was to move away from a “one-size fits all” image and provide a more flexible desktop image suitable for the student demands, but without data to determine usage and consumption of applications, a more flexible desktop image could not be achieved.

Solution

Mr Miners works with Centralis to provide consultancy around their Citrix farm and as a Centrix WorkSpace partner, Centralis introduced WorkSpace Discovery – the free discovery tool from Centrix Software - to Mr Miners as a solution that would provide him some of the data he required to inventory his application estate and also to provide a business case for a desktop transformation strategy. After an initial proof of concept, Mr Miners migrated his data from the free discovery tool to the comprehensive discovery, monitoring and metering product, WorkSpace iQ. Mr Miners had researched other asset management tools but none

could provide granular details such as how long an application was open for, plus they were vastly complex on the back-end. Whereas with WorkSpace *iQ* it was not only very simple on the back-end with a Sequel Server database, the agent is extremely lightweight and the reporting is very detailed, including end-point device information, local storage usage, applications deployed on each end-point and how and when they're used, or not.

“With WorkSpace *iQ*, we can streamline what we have and choose alternative ways to distribute application, including the potential to see how many licenses we are using and consolidate them based upon the reports from WorkSpace *iQ*, with potential cost savings,” stated Mr Miners.

The University has only being running WorkSpace *iQ* for 2 terms, to get a holistic view of their desktop and application estate it needs to be running for a full academic year.

Benefits

“The main benefit to my organisation is the ability to make informed decisions based upon empirical data from the WorkSpace *iQ* reports. This enables me to make recommendations to my senior management with the knowledge that I can prove my recommendations versus just having a gut instinct!” commented Mr Miners.

For example the majority of workstations are used by students in short bursts – in between lectures – for checking social media sites, so these workstations only need to have IE deployed on them, so totally web and not application orientated. Whereas the workstations in the library utilise applications more prolifically and whilst Mr Miners had inkling this was the case, he can now prove it with WorkSpace *Discovery*.

Other benefits from using WorkSpace *iQ* include:

- They can see for the first time workstation positions in a given area are more popular than others and having a limited real estate can potentially help in terms of designing future student workspace areas
- Some applications that are specially requested and then not utilised as anticipated can be considered for decommissioning

Next Steps

Using WorkSpace *iQ* for a complete academic year will provide Mr Miners the ongoing metering and monitoring he needs to provide an optimised application estate but also greater in-depth reporting on specific devices and users.