

## Background

Agnitio is a medium-sized provider of IT-services. It is located on the west coast of Norway and has over 20 employees that provide ICT-services to more than 50 customers both in the private and public sectors. Agnitio has vast experience within infrastructure- and network related services, security solutions, application-hosting and systems integration. The company also designs and builds datacenters for their customer and offers IT-training and consulting. Agnitio has six employees in the sourcing department that are responsible for all hosted services.

In its datacenter, Agnitio has around 150 physical and virtualized servers that run more than 50 applications. Since many services and customers share servers and workloads, they get more value for their investments and a better environmental footprint. The hardware consists of mainly HP blade-servers and HP EVA-SAN storage. They also run some older rack-servers, but these will be gradually phased out. Hardware in the terminal server environment is virtualized with VMware.

## The Challenge

IT-hosting is an industry that faces fierce competition. Security, good routines and procedures, and cost of services are amongst the key criteria that offer a competitive advantage and help IT hosting companies win business against other providers that are located all around the world.

This forces Agnitio to always come up with new solutions and ideas that allow them to improve on service quality and deliver more value to their

customers, who of course are concerned with return on investment. When they were looking for viable solutions to deliver virtualized applications, they decided to go for Microsoft terminal servers.

“We needed suitable solutions that would allow us to virtualize applications in a cost effective way. We implemented solutions from Microsoft, but needed at the same time a framework to simplify and improve administration of our IT-environment,” said Per Kopperdal at Agnitio.

The vendor has many customers that run services in shared application environments. This leads to many manual tasks such as settings, policies and permissions that need to be managed and scripted. Environments such as these have a tendency to become complex and challenging to manage, especially given that it’s easy to lose control and insight without the right management tools. Many things can go wrong without the

right procedures and routines.

“When we learned about RES Workspace Manager we immediately found it to be an easy and clever path to handle applications and users in a terminal server-based environment. After testing the solution, we quickly realized that it would give us better, easier and simpler ways to manage our customers’

servers, which again simplifies client management at our customers’ sites,” said Kopperdal.

“We would have needed more staff to run our IT-systems had it not been for RES Workspace Manager. The terminal servers would have been more unstable, we would have needed to travel more between our customers’ locations, and the percentage of errors would have been higher. This solution frees up time that we can use to innovate and improve, instead of handling many complex manual tasks”

— Per Kopperdal at Agnitio



## The Solution

RES Workspace Manager is a comprehensive user workspace management platform. The software helps break down the desktop into independent components that are much simpler and more cost effective to manage. Using advanced technology, the IT-department is able to create adaptive desktops optimized for users based on their needs at a specific time, and since that workspace is centrally managed and separated from the hardware and operating system, making changes to the infrastructure is simple. Users become more productive, and they receive IT services adapted to their own preferences and needs. Agnitio uses the software to handle all applications and users in the server-based infrastructure. According to Kopperdal, some of the key advantages are that there are fewer tedious and repetitive tasks, procedures and routines are secure and simple, and the risk of human error is almost not existent.

“RES Workspace Manager is simple to deploy and easy learn how to manage. It’s a great tool for anyone working with terminal servers. We don’t have to manually change and adapt settings, policies, signatures, and various features,” he said.

“Scripting is a thing of the past, and we now have far better control. Changes are implemented once and can apply for the entire group where they are assigned. Upgrades, patches and deployment of software are also a lot quicker. With just as few clicks, everything is available for all relevant users,” said Kopperdal.

“We would have needed more staff to run



our IT-systems, had it not been for RES Workspace Manager. The terminal servers would have been more unstable, we would have needed to travel more between our locations, and the percentage of errors had been higher. This solution frees up time that we can now use to innovate and improve, instead of handling many complex manual tasks,” said Kopperdal.

“We have less to worry about, and are therefore able to get more done. It’s easy to implement changes and to manage users and all their settings. This increases security in the entire IT environment. It’s also easy to assign and manage printer drivers and access,” said Kopperdal.

All these benefits ensure Agnitio’s customers great and stable systems. ‘Super users’ can get more permissions and advanced settings, and ordinary users are easy to configure and support after predefined rules. This means that Agnitio can remotely manage what the user is allowed to access and not. This eliminates the risk for non-authorized features/applications/services being downloaded and executed in the environment. Agnitio’s customers can

also be sure that all aspects of IT are compliant with rules and regulations.

“Workspace Manager is excellent in a Microsoft terminal server environment. The rich functionality allows us to improve our services and deliver even better value to our customers. This framework improves our ability to deliver quality services,” he said.

### **Exploring New Opportunities**

Agnitio has also started to use Microsoft App-V with Workspace Manager to deliver some applications, and are gradually expanding this to apply for all services and applications.

“We believe this will make it even easier to upgrade applications and roll out new functionality. To handle this through Workspace Manager will be beneficial and improve our routines and procedures even further,” said Kopperdal.

Migrations to Windows 7 and later versions are forever easier due to the combination of solutions from RES Software and App-V. Since all user profiles are virtualized and separated from the hardware and

operative system, all administration and migrations become quick, easy and simple.

Agnitio has a policy that they need to be 100 percent sure about a solution before they recommend it to others. Workspace Manager falls easily into that category, and their good experiences have awakened interest amongst others. They have started to deliver training services on the software, and will start selling licenses to several prospects, including municipalities in close proximity.

“Our customers have heard about our experiences, and want to test the solution in their own environment. Naturally we find this very positive and see a growth opportunity in assuming a reseller role with RES Software,” he said.

“We are so pleased with the solution that we definitely recommend it to others. We have no plans to replace it or look for solutions from other vendors. The investment in RES Software has been very profitable, and given us great value for our money. We have no regrets that we started using this framework to simplify management of our solutions and services,” said Kopperdal.

---

## **About RES Software**

*RES Software, the proven leader in dynamic desktop solutions, is driving a transformation in the way organizations manage, maintain and reduce the cost of their desktop infrastructure. The RES Software award-winning, patented products enable IT professionals to manage and deliver secure, personalized and compliant desktops independent of the underlying computing infrastructure – thin clients, virtual desktops, physical desktops, or server-based computing environments. The company empowers customers, from small to medium-sized businesses to global enterprises, to reduce desktop complexity and meet the essential needs of a dynamic workforce that requires on-demand access to their personalized workspaces. For more information, follow updates on Twitter @RESSoftware and visit [www.ressoftware.com](http://www.ressoftware.com).*