

### Background

Bandak delivers services and products to mechanical industry in Norway and abroad. The company has in recent years invested heavily in machinery and facilities. Bandak Group consists of several daughter companies that serve many markets, such as oil and gas, mechanical, and the suppliers within weapons and defense. Bandak is owned by an investment company that has laid out significant expansion plans for the company, including being listed on the stock exchange and achieving revenues of more than 1,5bn NOK within two years. The company has grown from 85 in 2003 and will employ more than 400 staff within few years.

“The growth will come both organically and through mergers and acquisitions. We have to invest in other companies to meet the targets our owners have set for us. To support this growth, we expect a constant need for quick changes in IT, and we must strive to ensure that our systems support the needs of the business at all times,” said CIO Henning Kihle.

### The Challenge

Previously all IT was outsourced to an ASP where Henning Kihle was employed. This vendor had very good routines and procedures that Kihle chose to continue leveraging when he started to work as CIO for Bandak Group, his previous customer.

“We needed good administration solutions to control our users and Citrix servers. Since I already had great experiences with RES Workspace Manager, it felt like the logical choice to implement it at Bandak. The solution has always been easy to use and the functionality is easy to learn,” said Kihle.

The IT-department currently provides services to 180 users at seven locations. This will increase substantially over the next couple of years, in line with the current growth plans. Applications are delivered to the users with Citrix XenApp from seven physical IBM servers that are virtualized with 25 VMware terminal servers. Bandak also has 11 file and application servers. The users are equipped with everything from Wyse terminals to work stations and laptops.

IT is responsible for around 55 applications, such as Microsoft Office, ERP and bandwidth intensive graphic applications for engineers. Given the many acquisitions recent years the company

has six different ERP applications that will be consolidated to one. The IT-department consists of only 2.5 staff, but this will double shortly.

“With so few staff supporting so many systems, it goes without saying that we need the best tools and procedures to simplify our workload. It’s important that everything works

at all times to ensure less pressure on the helpdesk and on support,” said Kihle.

### The Solution

RES Workspace Manager is a complete platform for user workspace management. It handles groups of users as opposed to every single user. Workspace Manager allows IT-experts to decide what permissions, applications and settings each user needs to have from a centralized administrator interface. User groups that normally get work tools delivered from terminal servers, AD groups or with virtual desktops are seen as one user in the control panel.



This gives the IT-department control and oversight, even in mixed environments. The users get dynamic desktops suited to their own needs and wants, whereas the IT-department receives benefits such as better procedures, less overtime and the ability to free up time for innovation.

“The solution has worked as flawlessly as we planned,” said Kihle. “Workspace Manager and the terminal servers are the key reason for how I have been able to get my job done. Without it, we would have needed a far bigger IT-department. We use Workspace Manager for roll outs, upgrades and management of all Citrix users. It’s easy to control permissions and settings, and the users get delivered what they need to get their job done and not everything else. In addition we don’t have to script and can administrate all IT-aspects from a central location,” he said.

IT can restrict which applications or functionality the users can run based on their location. At the same time, it’s easy to assign printer drivers and settings. Applications and functions deemed risky from a security stance can easily be blocked not to execute on the user workspace. Given that all applications are virtualized and safely secured on centralized servers, all administrative processes can be executed from one centralized interface. Some applications are run locally on workstations such as bandwidth intensive applications used by engineers.

Bandak has also used Workspace Manager to upgrade SQL databases to newer versions.

“That went very smoothly,” he said.



Windows 7 and Citrix XenDesktop  
Given that the rich functionality in Workspace Manager has kept the staffing need at a low level, Bandak have saved millions just on staff headcount. In addition, it also has all the other returns on investment with higher security levels, great availability on the systems and more opportunities to innovate.

Kihle and his team will migrate to Windows 7 and roll out virtual desktops with Citrix XenDesktop to all users during Q1 2011. This environment will run in a virtualized Citrix XenServer farm.

According to Gartner Group, one can almost cut costs to user workspace management in half if devices and users are administrated well. The biggest challenge with migrations, and especially to Windows 7, are user settings and profiles. Especially if one doesn't have the right

procedures and routines. This causes extra challenges and more work across the organization because delivering the same workspace to users with all settings in place after a migration is a necessity.

To simplify this process and make it as cost efficient as possible, Bandak will use Workspace Manager. Since all user profiles are separated from the hardware and the OS, user migrations cause no major problems. The new workspaces will be deployed virtually as a service, and the process will take a little more than two months. Organizations that don't have the right tools can take more than a year on the same task.

"Technology innovations will also allow us to deliver bandwidth intensive applications as a service in the virtualized desktops. This eases the pressure on the IT-department further, and increases

user productivity by delivering all tools to the users wherever they are, and at all times. Workspace Manager is very simple to user and delivers value across our Citrix environment. We have never regretted the investment, and I believe it is an ingenious product," he said.

Kihle highlights that he pays his maintenance licenses to RES Software gladly, a proof point on how important Workspace Manager is to allowing IT to keep up with and ahead of the needs in the business.

"I thrive under pressure. But without Workspace Manager even I would have had to throw in the towel," he said.

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## 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, personalised 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 personalised workspaces. For more information, follow updates on Twitter @RESSoftware and visit [www.ressoftware.com](http://www.ressoftware.com).*