

### Overview

Hazlewoods is an independent top 40 firm of business advisers and chartered accountants operating throughout the UK. The firm prides itself in providing the greatest level of professionalism in all areas of business advice, accountancy, tax, corporate finance and financial planning. It has genuine in house specialists with industry sector experience in areas such as healthcare, legal, vets and agriculture.

Hazlewoods employs over 210 staff in three different offices in Staverton, Gloucester and Cheltenham. The IT staff based in Staverton faced the challenge of centralizing all their applications for office-based users and also allowing local application access for users when offsite eg: auditors. Therefore, when Hazlewoods implemented its new IT infrastructure, it chose a Citrix Presentation Server farm, connecting all users back to Staverton.

### The Challenge

IT Staff at Hazlewood's faced a number of issues managing off site users and users at two remote offices. It was difficult to control application access and members of the IT team found they were routinely spending a large amount of time maintaining individual desktops and controlling the security of the network.

Tim Adams, IT Technician described the situation prior to the installation of RES Software, "We had a problem controlling who had access to what application and a heavy workload

was created by routine issues and maintenance. RES Software allows us to control access to applications and roll out software more quickly. RES Workspace Manager makes the set up of user environments easier especially when maintaining three separate locations"

### The Solution

RES Software was recommended to Hazlewoods by PTLGateway, a reseller of RES Software. The company decided to adopt the products once they had seen a product demonstration and realised how well the flexible solutions fit in with their business model. The management of desktops has been made easier with the combination of RES Workspace Manager and RES Automation Manager. The job of the IT department has been simplified by rolling out RES Workspace Manager. Deploying this solution has made the set up and maintenance of the user environment much easier. The user workspace is now better protected from unauthorised software and there is much greater control of security across the organization.

RES Workspace Manager ensures the Citrix server's run all applications efficiently. From a single console, Hazlewoods can now maintain its entire IT infrastructure and avoid time consuming repetitive manual installations. RES Automation Manager allows software upgrades/ installations from a centralized console to any workstation, by a few simple steps

“RES Software has had a tremendous impact on our organisation. IT resources are no longer spent on routine tasks such as software roll outs. We also have greater control of individual desktops and much tighter control of security”

— Stuart Ayers, IT Technician



### The Benefits

Hazlewoods was soon able to realise the benefits of implementing RES Workspace Manager and RES Automation Manager. Rollouts of new software and applications can now be done across 210 computers at once, rather than individually, dramatically reducing the amount of time spent on routine maintenance. Hazlewoods now has much greater scope to lock down access to applications and data.

Stuart Ayers, IT Technician, concludes "RES Software has had a tremendous impact on our organisation. IT resources are now no longer spent on routine tasks such as software roll outs, as essential applications can be rolled out quickly and simply. We also now have greater control of individual desktops and much tighter control of security".

### Future Plans

The benefits of RES Software solutions have been so great that Hazlewoods plans to continue its roll out across all new servers and laptops. In addition, RES Software will allow Hazlewoods to remain at the forefront of accountancy packages. The company can now upgrade to the latest developments across all servers/ workstations with minimum disruption to the working day.

## 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).