CHANDLER MACLEOD
UNLEASHING POTENTIAL

CHALLENGES
- Chandler Macleod established a goal of minimizing Citrix server numbers and management overheads.

SOLUTION
- Ivanti DesktopNow

BENEFITS
- 25 per cent reduction in the number of required Citrix servers.
- Additional security resulting from the inability of any unauthorized user to introduce executable files to the network.
- Greater control of software license compliance

"Ivanti gives us the ability to control the users and devices that have access to specific applications."

— Dave Thomas
CIO
Chandler Macleod

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Chandler Macleod recruits Ivanti workspace management solutions

Organization

With a broad network of offices and 2,000 staff operating throughout Australia and New Zealand, Chandler Macleod is recognized widely as one of Australasia's largest and most successful recruitment and human capital management companies. Contributing significantly to the ongoing success of the organization is an IT infrastructure based on a Citrix thin client model that depends on Ivanti DesktopNow as one of its core server management and security components.

Maintaining a stable Citrix environment

According to Chandler Macleod CIO, Dave Thomas, "The goal then," he says, "was to minimize the number of servers we needed for our network. Ivanti DesktopNow was so effective in helping us fully utilize each server, that we needed around 25 per cent less servers than would otherwise have been the case."

While the price of server hardware has dropped over the years, the costs associated with managing and protecting those servers is - in most cases - just as high, if not higher. So, even though Ivanti DesktopNow still plays a crucial role in maintaining a cap on the required number of servers within Chandler Macleod, it has taken on numerous other roles that are delivering major cost and security benefits.

On the all-important issue of security, Thomas' attitude is that protection from internal threats is every bit as crucial as addressing those from external sources.

"The Ivanti solution has given us the assurance that there is no possibility of one of our users introducing - either intentionally or unintentionally - an executable file to the network," he says.

By using Ivanti Application Manager Thomas established an effective block against any unauthorized application being run or even installed. If a user or process attempts to run such an application, Ivanti Application Manager logs the event and prevents the "rogue" application from running.

Minimizing software licensing costs

In discussing the various benefits afforded Chandler Macleod by its Ivanti DesktopNow implementation, Thomas is quick to highlight the issue of desktop software licensing.

"One of the main software licensing problems facing every Terminal Server/Citrix site is the typical requirement for each application to have the same number of licenses as there are devices which have access to the server on where the application resides. This is the case even if only 10 users have authority to use the application. In a server farm environment where anywhere up to 750 devices have access and there are approximately 25 applications, the cost of maintaining software license compliancy could be literally staggering."

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Being approved by Microsoft and other software vendors as a preferred means to exercise license control in a Terminal Server/Citrix environment, Ivanti Application Manager ensures Chandler Macleod's desktop application licensing costs accurately reflects the number of authorised users.

"If we were not to use Ivanti Application Manager, we'd be faced with either one of two somewhat unattractive alternatives," Thomas says. "The first one would be to abide by licensing requirements, which would be cost prohibitive; and the second would be to disregard the licensing requirements, which would put us in situation of non-compliance.

"Essentially, Ivanti Application Manager gives us the ability to control the users and devices that have access to specific applications, thereby avoiding the purchase of an enormous number of superfluous licenses. Added to this, because Ivanti Application Manager knows how many licenses there are for each application, it will refuse to serve the application if a user request puts it over the limit."

Proven quality of service

As part of Chandler Macleod's regular checks on the suitability and benefits of its incumbent software, Thomas commissioned a study to be done on the effectiveness of Ivanti Management Suite. The study involved taking numerous system performance and personnel workload measurements relating to server management, switching off the Ivanti solution completely, and then taking those same measurements over a period of several days.

"The results really spoke for themselves," Thomas says. "Without the Ivanti solution, server performance really took a nosedive. Applications were suddenly allowed as much CPU utilization as they wanted and every instance of an application being run required individual DLLs to be loaded; our IT support people were dealing with constant complaints about system slowdowns."

"Once we switched Ivanti back on, those problems simply disappeared. And this, along with application licensing and security" Thomas continues, "is precisely why with an IT infrastructure update and overhaul project about to commence, Ivanti will definitely be staying as part of the Chandler Macleod server environment."

ABOUT IVANTI

Ivanti is the global leader in user environment management (UEM) with over 3,000 enterprise customers worldwide that have deployed to over 7 million desktops. Ivanti DesktopNow and DataNow enable IT teams to deliver the ultimate user experience and productivity across physical and virtual desktops while optimizing security and reducing operational and infrastructure costs. The company is headquartered in Sunnyvale, CA with offices around the world.

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