

Eliminate user data headaches with Ivanti DesktopNow Plus



Getting a handle on user data

In today's enterprise, users often work across a mix of physical PCs, virtual desktops and mobile devices. And even users who are fixed to a specific PC often need to move to a new machine or operating system as part of a planned migration or hardware failure/recovery scenario.

Under these circumstances, IT faces two challenges in providing users with streamlined, secure access to their files:

- Users save files on local hard drives where they cannot be easily delivered or recovered to another PC or workspace
- When IT teams try to overcome this through techniques like Offline Files and Folder Redirection, they often introduce new support and user experience issues

To overcome these challenges, Ivanti DesktopNow Plus combines dynamic desktop configuration capabilities with simple, secure file access and sync to existing on-premises storage.

Centralized data management: The Solution or The Problem?

Storing user files centrally on corporate file servers offers a number of benefits to IT and users, but execution challenges often get in the way. Likewise, attempts to manage data centrally using Windows Offline Files and Folder Redirection techniques often lead to confusion, data loss and frustrated users.

Besides reliability and user experience limitations, these approaches share additional drawbacks:

- While redirection techniques are policy-driven, IT teams do not have a central management console to create and manage these policies
- The type and number of storage locations that can be included in redirection are limited
- Redirection cannot accommodate users with multiple endpoints to sync

Periods of downtime or intermittent network connectivity exacerbate these challenges. Though attractive in theory, centralized data management often reduces overall productivity and substantially burdens all aspects of your IT department, including the help desk.

Ivanti DesktopNow Plus: Local data access, central control

Ivanti DesktopNow helps you manage policy and privileges centrally and apply them on demand to any physical PC or virtual workspace. DesktopNow Plus adds our innovative DataNow technology to extend our "manage centrally, deliver anywhere" model to user data. Users continue to save files locally in a simple, familiar manner while in the background Ivanti provides ultra-reliable data synchronization to centrally managed storage. Users who roam between multiple physical PCs, virtual desktops and mobile devices always have immediate access to their latest work files.

Users working from a single primary PC also gain new benefits from centralized data management. IT teams can present a simple sync folder model to the user or configure local redirection behind the scenes. The latter allows users to save files to their desktop, My Documents folder and other locations while still taking advantage of the unique DesktopNow Plus data synchronization approach. Without a single user workflow change or any investment in costly point backup services, IT can quickly, easily and automatically restore a user's files to a new machine.

Start simply, scale easily

DesktopNow Plus delivers user data access through a turnkey virtual appliance. VMware, Microsoft Hyper-V, and XenServer versions are available for maximum ease and flexibility. The DataNow appliance makes native connections to existing storage locations, including user home directories, file shares, Microsoft SharePoint and WebDAV servers. It doesn't store data. Instead, it serves as a single access point to existing files—no matter where they're stored—without the need to provision new storage or migrate data. DesktopNow Plus is simple to deploy, non-disruptive to users and scales to meet the requirements of demanding enterprise environments.

As your needs grow, DesktopNow Plus scales easily:

- Deploy multiple appliances in a cluster configuration behind a load balancer for added scalability and redundancy
- Utilize a built-in database or integrate with an external Microsoft SQL server for added deployment flexibility
- Leverage efficient "delta sync" technology and integrated bandwidth throttling to control when, where and how data is synchronized, minimizing network impact
- Employ single-sign-on to pass credentials seamlessly from the OS to DataNow, so users never receive multiple prompts
- Avoid user confusion with storage quota awareness and contextual notifications

By combining our DataNow and Environment Manager capabilities in a single solution, DesktopNow Plus also gives you the granular endpoint control to:

- Automatically configure data access settings on a per-user or per-group basis
- Prevent accidental reconfiguration of clients through endpoint lockdown



Extend your data access policies

User experience should not come at the expense of security and control. When brokering access to your file servers, DesktopNow Plus uses your data access policies, as defined in your Active Directory Organizational Units (OUs) and security groups, as a baseline. These policies are read and enforced, and updates are automatically applied to the Ivanti appliance.

DesktopNow Plus also adds an extensive set of additional policies to address the challenges of delivering anywhere data access. This includes global policy controls such as:

- Restricting which OS platforms are allowed to access enterprise data
- Limiting access to a specific IP address range
- Initiating device lock or data wipe based on a predefined number of failed logon attempts

▼ Platform/Client Login Restrictions

- ON Windows computers may log into this server.
- ON Mac computers may log into this server.
- ON iOS devices may log into this server.
- ON Android devices may log into this server.
- ON Web Client may log into this server.

The Global options above will prevent all logins from that platform. This cannot be overridden at the map point level. To restrict platform access for some map points but not others, set policy at the [Map Point Policy](#) level instead.

- ON Multi-connector clients may log into this server.

Leverage real-time activity logging

DesktopNow Plus also provides extensive, real-time activity logging, which includes:

- File-level activity including uploads, downloads and conflicts by user, device and session
- Individual usage by device and activity
- Sync status by user, device and session not syncing These capabilities work with third-party log analyzer utilities to ensure compatibility with logging and auditing infrastructures. Activity logs can also be exported to analytics applications for deeper analysis. In addition, Environment Manager can report on the application of setting and controls.

About Ivanti

Ivanti is the leading provider of enterprise workspace management solutions that enable productive, secure workforces across desktop and mobile environments. The Ivanti workspace management suite has been deployed by over 3,000 customers worldwide with over 6 million endpoints under management. Our solutions including DesktopNow, MobileNow and DataNow reduce IT complexity and improve the deployment and management of devices, applications, and data across the enterprise. The company is headquartered in Sunnyvale, CA with offices around the world.

Contact us

For more information on our IT solutions visit appsense.com or email us a iwanttoknowmore@appsense.com

Benefits summary

With a lightweight architecture that scales easily, DesktopNow Plus gives users simple, anytime, anywhere access to enterprise data with the security and control that IT requires. DesktopNow Plus uses your existing storage investments to:

- Centralize user data and simplify roaming and recovery
- Eliminate Offline Files and Folder Redirection headaches and help desk calls
- Enable multi-device user workflows
- Provide either a user visible or fully transparent data sync approach to accommodate varying use cases
- Extend your data access policies and enable a wide array of new ones