

# Deakin University Improves Desktop User Experience with Ivanti



## Challenges

- Deliver a consistent desktop experience across a variety of student and staff scenarios
- Reduce logon times
- Eliminate reliance on roaming profiles
- Minimize the use of group policies

## Solutions

- Ivanti Insight
- Ivanti Environment Manager

## Results

- Uncovered known and unknown issues affecting performance
- Reduced logon times by 90 percent
- Eliminated profile corruption issues

***“We didn’t plan to purchase Insight and Environment Manager. But the great results from the POCs drove us to adjust our budget to make the funds available. And, after implementation, we have no regrets. We can’t wait to see what additional benefits Ivanti technology can deliver for Deakin.”***

— David Wyld  
 Desktop Support Manager,  
 Deakin University

## About Deakin University

Established in 1974, Deakin University has five campuses—one in Melbourne, two in Geelong, and one in Warrnambool. The fifth and fastest-growing campus is in the cloud (online). Each campus has a distinctive character, rich culture, and strong presence in its local community.

## The Challenge

With staff numbering around 4,200, Deakin University serves a student population of approximately 53,000, which includes those on and off campus. Staff and students constantly access the university’s network from labs, administrative workstations, and off-campus locations.

As with many organizations that support large desktop environments—physical and virtual—profile corruption and excessive logon times plagued users, especially long-time Deakin staff.

Jim Zelener, Public Sector Engagement Manager for Ivanti partner Thomas Duryea, noted, “The help desk for Deakin’s desktop infrastructure support team logged over 600 calls annually for profile corruption. University staff were inconvenienced—often repeatedly—by not being able to log in due to profile corruption. On the IT side, a corrupt profile typically required an hour to resolve, costing the team 600 man-hours per year.”

Zelener continued, “To add insult to injury, fixing a corrupted profile did not guarantee that the profile would stay fixed.”

User and IT pain was not restricted to corrupt profiles. Logon times varied from 30 to 40 seconds for users with new machines to 90 seconds and beyond for older machines or users with large roaming profiles. In extreme cases, a logon might take 10 minutes or more. Many users in the extreme case category reacted by never logging off, which meant that necessary restarts to apply patches didn’t happen, creating security and usability concerns and heartburn for the IT team.

“We could not deliver a consistent logon experience,” explains David Wyld, Manager of Desktop Support, Deakin University. “And we really had no visibility into what was happening as the user logged on to the Deakin platform, making it incredibly difficult to deliver a consistent logon experience for all users.”

Wyld also wanted to provide persistent desktop personalization. “In our student environment, desktop configurations were lost every time a user logged off,” Wyld said. “They had to start from scratch every time.”

Wyld continued, “We realized that allowing students to personalize their desktop and making that personalization persistent would be a great differentiator and selling point for Deakin.”

### The Solution: Ivanti Insight and Ivanti Environment Manager

As Wyld searched for appropriate solutions, Ivanti emerged as Deakin’s most suitable choice. “We needed a technology that could bridge the gap between our physical environment and our Citrix VDI deployment,” recalls Wyld. “Then, of course, we wanted to address profile corruption, logon times, and an over reliance on group policy. Allowing desktop personalization was our stretch goal.”

Deakin University chose Ivanti Environment Manager to deliver a consistent, fast, logon experience; significantly reduce profile corruption and reliance on group policy; and ultimately enable desktop personalization. Additionally, Deakin chose Ivanti Insight to collect actionable endpoint data.

Ivanti first ran a proof of concept (POC) implementation of Ivanti Insight at Deakin, establishing a baseline to identify the processes that were causing problems and needed attention. “We just needed to understand what was going on,” notes Pande Javanovski, Corporate Account Manager, Ivanti. “We ran the POC for three days and got the information we required. At the same time, we were configuring Environment Manager to replace Deakin’s roaming profiles.”

“Ivanti was incredibly valuable just from the standpoint of visibility,” Wyld comments. “Often you don’t know you have a problem unless you have a way to measure performance. With Insight, we had hard data about what people were

experiencing, which uncovered problems we knew about—and problems we had no idea existed.”

Having the data to guide them, Deakin and the Ivanti team were able to use the granular control provided by Environment Manager to solve the critical issues affecting user desktops. “Once we had Ivanti on some test machines, it was easy to see the difference between before and after Ivanti,” observes Wyld. “And that was very helpful for getting buy in from our supervisors.”

“We loved Environment Manager’s simplicity and ease of use,” added Wyld. “Being able to make changes to things like group policy triggers with just a few clicks was a great motivator for us.”

### The Results

Initially, Deakin deployed Environment Manager to 300 machines within its IT division to gather information for a larger rollout. The results were gratifying. Logon times plummeted and users stopped experiencing profile corruption. One IT user’s logon time dropped from 15 minutes to 15 seconds, prompting him to send this email to Wyld:

*“Hi David,*

*I am seriously impressed with how Ivanti has changed my behaviour. I can now shut down in the afternoon, knowing how long it will be before I can undock and pack up.*

*Thanks,  
Jan”*



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