

Chandler Macleod Recruits Ivanti Workspace Management Solutions



Profile:

With a broad network of offices and 2,000 staff operating throughout Australia and New Zealand, Chandler Macleod is recognized widely as one of Australia's largest and most successful recruitment and human capital management companies.

Solutions:

- Ivanti® User Workspace Manager

Benefits:

- 25 percent 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.

Chandler Macleod established a goal of minimizing Citrix server numbers and management overheads. Contributing significantly to the successful achievement of this goal is an IT infrastructure based on a Citrix thin client model that depends on Ivanti User Workspace Manager 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 User Workspace Manager was so effective in helping us fully utilize each server, that we needed around 25 percent fewer 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 User Workspace Manager 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 Control, 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, Application Control logs the event and prevents the "rogue" application from running.

Minimizing software licensing costs

In discussing the various benefits afforded Chandler Macleod by its User Workspace Manager 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 staggering."

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

“If we were not to use Application Control, 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, Application Control 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 Application Control 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 User 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 [Ivanti], 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.”

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— Dave Thomas
CIO



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