

# Mills & Reeve uses Ivanti DesktopNow, powered by AppSense, for new desktop delivery.

## MILLS & REEVE

**Profile:**

Mills & Reeve has featured in the Sunday Times' Best 100 Companies to Work For, 14 years running – a record for a law firm. Key clients include HSBC, The University of Cambridge and ARM.

**Location:**

Offices throughout the UK

**Industry:**

Legal

**Website:**

[www.mills-reeve.com](http://www.mills-reeve.com)

**Solutions:**

- Ivanti DesktopNow

**Benefits:**

- Decreased IT overhead and burden of Citrix VDI rollout
- Increased user acceptance of technology through seamless log on and ongoing access to files and apps
- Seamless future migrations for OS and software upgrades

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***“Life is infinitely simpler using Ivanti to run hand-in-hand with our virtual desktop deployment. Today everything is centralised, controlled and provisioned with ease. I wouldn't embark on a virtual desktop deployment without it.”***

*Andrew Anthony, IT Infrastructure*

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**Install decreases risk from desktop virtualization rollout with centralized control and provisioning and increases lawyer productivity.**

Leading law firm Mills & Reeve is one of the most successful law firms in the UK because of its highly commercial approach, outstanding client service and the quality of its people and culture. It employs nearly 550 lawyers and more than 900 staff in total across six UK offices.

Three years ago, in line with further expansion, the firm started deployment of desktop virtualization through Citrix. It looked to Ivanti to remove the IT manual overhead associated with virtual desktop rollouts and to increase positive user adoption offering staff a great VDI experience from their very first usage.

A merger in 2013 with a Manchester based practice provided the impetus and deadline for adoption. Within this practice, 100 staff were already flexibly running thin client access from their office and home locations and were therefore a natural candidate for first adoption of the Citrix XenDesktop platform. Andrew Anthony and Dave Bradshaw, part of the IT Infrastructure Team at Mills & Reeve, were instrumental in the rollout.

Andrew recalls: “Prior to migrating to VDI, we had used traditional Windows desktops with roaming profiles in the office and Citrix XenApp to provide home based access to a limited number of core applications. It proved successful for flexible working but it also entailed huge manual effort in effecting updates and patches. Indeed, with a major OS upgrade, such as the rollout of Windows 7 from Windows XP, it would take IT an hour of set up time per user. We knew that for full adoption of XenDesktop non-persistent virtual desktops we would need to automate as much of the user profile setup as possible and would need a method of persisting user data between sessions. Ivanti was the perfect fit, particularly with the extra functionality it offers such as the ability to rollback user settings for individual

applications. In the past, we often had to resort to deleting the entire user profile and setting it up again from scratch if we were unable to isolate the cause of the problem. Ivanti has helped reduce the volume of support calls logged by around 35% and freed up many hours of IT support time.”

### The Solution – Ivanti DesktopNow working alongside Citrix XenDesktop

Together with advice from trusted partner Ultima, the team set themselves an aggressive goal of four weeks to install Citrix XenDesktop across the merged Manchester office. Aware that Ivanti could dramatically cut their rollout times by easing personalization, file and application needs whilst ensuring IT policy adherence, the team firstly deployed Ivanti’s DesktopNow. Within a week working from a blank AppSense shell, IT built integrated logon scripts that would set the user up from scratch, deploying automatic profiling and standardized settings which would launch automatically with the opening of the applications. To plan, 100 users were successfully switched on day one, with the remaining 800+ staff in the other UK locations switching across in six months.

Andrew recalls the planning behind the install: “We knew that we had aggressive rollout schedule planned for the new desktop delivery model. For our deployment, up-front usage of DesktopNow significantly reduced the complexity and our manual efforts. It worked by seamlessly applying the necessary settings to user profiles and applications at logon with IT only required to setup the back-end user accounts.”

### The Results – three years on

Three notable benefits have manifested for the firm by using Ivanti to allow users’ files following automatically to their new desktop session each time they log on. Firstly, productivity has increased. Log on times for individuals have reduced from several minutes to around one, allowing staff and lawyers to focus on billable client liaison. Ivanti ensures each time they logon that users are instantly transported into their own familiar environment, personalizing their desktop and delivering the saved files and applications they need to be instantly productive. Advanced features, such as allowing users to specify their own toolbar display, leave staff with a sense of controlled user customization.

Former productivity issues surrounding roaming profiles have also been overcome. In the past, these were especially challenging where replication issues were

frequent or user names were challenged due to pressures on the underlying hardware. Frequently, shortcuts simply didn’t appear or items saved on the user desktop the day before were only partially replicated causing an influx of calls into the IT helpdesk. The install of DesktopNow eased the burden to both the IT helpdesk and the hardware overhead as the number of OS’ and application images were greatly reduced.

Outside of the user community, IT have also greatly benefitted with software upgrades which are now greatly simplified and stable. Previously, the IT team would have to uninstall the application and the associated templates in different document formats across laptops and PCs. The impact of the move to Office 2010 was a classic example of the IT resource savings. Using DesktopNow the master image was simply created by IT, provisioned, applied and updated automatically at logon across 900 users - a process that would have formerly spanned across months with the IT team rolling out in small batches.

At the backend, IT enjoys a secure management interface that gives a real-time view on the Citrix environment, using Ivanti scripts when required to analyze and understand user log on behaviors. This level of reporting not only allows the firm to plan for future growth but also helps adherence to compliancy. The granularity of DesktopNow has been an unexpected bonus, enabling customization and creation of policies without the need for complex coding, served up through an easy to use GUI.



[www.ivanti.com](http://www.ivanti.com)



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