

# Enhancing Virtual Environments

## Provisioning Endpoints

For many IT organizations, moving end users from physical to virtual environments allows IT to better support the business.

However, the move to virtual desktops often causes storage, network, and performance issues. It can also impact business continuity and create havoc for the help desk.



## Why move to a virtual environment?

### There are multiple drivers:

- Businesses want to provision employees quickly to maintain a competitive edge and reduce internal churn. Additionally, users need to migrate, upgrade, or simply move between workspaces efficiently – and they need to achieve this without encountering barriers, delays, or uncontrollable service costs.
- To comply with regulatory or corporate mandates, businesses need the right level of auditable, secure access for every employee, in every situation – regardless of location, network, or device – to ensure compliance while remaining transparent to the user.
- In these uncertain times, businesses are placing increased emphasis on business continuity. These solutions should be flexible, cost-effective, and simple to implement, while eliminating resource constraints and downtime – a tall order.

## How Does Ivanti Help?

When IT provisions endpoints and mobile devices for their users, they typically have access to a variety of key vendor solutions to assist them. These may include solutions from Microsoft, Citrix, VMware, and others.

Ivanti® User Workspace Manager (UWM) enhances and extends these solutions to provide IT with an efficient, secure, flexible, and high-performing virtual workspace. This solution sheet includes detail on how UWM solves IT pain and addresses business needs.

IT Pain Points	Business Drivers Addressed by User Workspace Manager			
	Use Cases	Automation	Compliance	Cost Avoidance
Reduced logon times	✓	✗	✓	✗
Location-based printing	✓	✓	✗	✓
Fewer gold images to manage	✓	✗	✓	✗
Smarter licensing costs	✓	✓	✓	✗
Desktop lockdown	✓	✓	✓	✗
Application control	✓	✓	✓	✗
Consistent end-user experience	✓	✓	✓	✓
GPO replacement: ADM, ADMx	✓	✗	✓	✗
Privilege management	✓	✗	✓	✗
Network access control	✓	✓	✗	✗
Elimination of user profile issues	✓	✓	✓	✓
Intelligent package management	✓	✗	✓	✗
Zero day and ransomware prevention	✓	✓	✓	✗
Self-healing features	✓	✓	✓	✓
Self-service rollback (personalization)	✗	✓	✓	✓
User productivity: Personalized applications	✓	✗	✗	✗
Fast recovery for lost devices	✗	✓	✓	✓
Local cache for offline users	✓	✓	✓	✓
Application-level personalization	✓	✗	✓	✗
Improved OS migration	✓	✗	✓	✓
Personal data recovery	✓	✓	✓	✓
Lock down kiosk-style controls	✓	✓	✗	✗
Compliance enforcement	✗	✓	✗	✗
Script and batch file management	✓	✗	✓	✗
Context-aware policies	✓	✓	✗	✓
Increased app performance and server	✓	✗	✓	✓
Fault-tolerant environment	✓	✓	✓	✓

IT, User, & Business Pain	Ivanti User Workspace Manager
<p><b>Logon time</b> – Logging in to a workspace over the network takes too long.</p>	<p>Ivanti delivers automated, “just-in-time” personalization to the OS and applications, reducing logon time from minutes to seconds.</p>
<p><b>Location-based printing</b> – Roaming users struggle to access their nearest printer.</p>	<p>Ivanti combines context-aware conditions to control printers, drives, and other settings based on where and how a user is connected; for example, device type or name, IP address range, or WiFi connection point.</p>
<p><b>Golden images</b> – Managing images is both cost and resource intensive. A new image is required for every group of users that require something different.</p>	<p>Ivanti can modify an image “in-flight,” tailoring the delivery to the recipient’s requirements, negating the need for separate gold images.</p>
<p><b>Licensing</b> – It’s often difficult to identify and enforce software licenses within a large, distributed endpoint estate.</p>	<p>Ivanti controls which users or devices have permission to run named applications. It places limits on the number of applications deployed, which devices or users can execute them, and for how long. This license control is recognized by Microsoft for enforcing device-based software license control.</p>
<p><b>Desktop lockdown</b> – Users alter printers, change the start menu, add device drivers, change screen savers, etc. Any of these could potentially cause confusion or errors.</p>	<p>Ivanti offers fine-grained control of what a user can change, enforcing settings that ensure the workspace remains in a known good state.</p>
<p><b>Application control</b> – Users install or execute unauthorized applications that can compromise systems through ransomware and malware, or introduce performance issues in shared computing environments.</p>	<p>Out-of-the-box Trusted Ownership™ checking ensures users are unable to execute or install any unauthorized executables to protect endpoints and servers, reduce downtime, and simplify security administration for IT.</p>
<p><b>Consistent end-user experience</b> – When a user moves between different desktop-delivery mechanisms (laptops, physical, virtual), the user experience can vary dramatically.</p>	<p>Ivanti abstracts users’ personalization settings from the OS and applications. We deliver the user’s familiar experience (desktop settings, application settings, and data) to any device.</p>
<p><b>Group Policy Objects</b> – Changing group policy is a massive and slow undertaking, prone to errors and redundancy.</p>	<p>Ivanti’s multi-threaded policy engine replaces all batch and scripting needs, and can execute logon actions simultaneously, rather than one after the other, reducing costs and complexity.</p>
<p><b>Privilege Management</b> – Granting administrative rights solves many user issues. However, it violates compliance and puts the enterprise at risk.</p>	<p>Ivanti can assign and revoke elevated privileges dynamically based on policy, providing complete compliance adherence and strict security enforcement.</p>
<p><b>Network Access Control</b> – The activity or the role of the user needs to determine access to specific network resources.</p>	<p>Ivanti assigns and revokes network access rights dynamically based on user name, location, or device, ensuring compliance and enforcing strict security.</p>
<p><b>Eliminate user profile issues</b> – When a user profile becomes corrupt, the only recourse is deletion and asking users to recreate their environments manually .</p>	<p>Ivanti provides on-demand per user, per application snapshot and rollback capabilities to remediate profile inconsistencies quickly and simply.</p>

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<p><b>Intelligent Package Management</b> – Managing multiple application packages, and tens of thousands of user profiles, is resource and time intensive.</p>	<p>Ivanti dynamically injects personalization and policy to tailor a single application package to the various needs of users. Having just one package saves disk space, costs, and time.</p>
<p><b>Zero day and ransomware prevention</b> – Rogue application execution causes many IT breaches. Typical whitelist solutions can be easily circumvented.</p>	<p>Ivanti Trusted Ownership™ technology ensures only trusted applications, installed by named users (e.g. administrators), can execute. User-introduced applications are prevented from launching by default.</p>
<p><b>Self-healing</b> – A user can make changes to a desktop environment maliciously or accidentally that cause downtime and increase support costs.</p>	<p>Innovative self-healing capabilities enable real-time remediation of malicious or accidental changes to files, processes, services, or registry items, protecting critical application and operating-system components.</p>
<p><b>Self-service rollback</b> – Should a profile-consistency error or corruption occur, the only recourse is to delete the entire profile, with all the user’s personalized settings.</p>	<p>Ivanti offers a self-service endpoint tool where a user can roll back their own personalization settings to a known good state, thus reducing support calls and costs.</p>
<p><b>User productivity: Personalized applications</b> – When users resize windows, customize dictionaries, and add toolbars to their applications, these customizations are lost when they’re migrated to a new OS or when logging on to a new endpoint.</p>	<p>Ivanti abstracts user customization and applies it dynamically every time an application starts, delivering a common working environment regardless of operating system, application delivery mechanism, or other changes.</p>
<p><b>Fast recovery for lost devices</b> – Issuing a replacement device (laptop, tablet, or smart phone) wastes valuable time as users reconfigure their environment to be recognizable.</p>	<p>Ivanti offers a complete restoration of the lost device, maximizing productivity. It can easily wipe corporate data from lost or stolen tablets and smart phones.</p>
<p><b>Local cache for offline users</b> – When users work offline, they need their personalized settings to be present as if connected to the corporate network.</p>	<p>Ivanti supports offline and online personalization syncing, ensuring changes are never lost. Offline resiliency is built in so mid-sync settings aren’t lost in the event of network outage. User data is also made available offline.</p>
<p><b>Application-level personalization</b> – With roaming profiles, all application and operating system settings are saved at logoff and restored at logon, which causes profile bloat, corruption, or slow logons.</p>	<p>Ivanti abstracts OS and individual application personalization settings and manages them in isolation. This reduces profile bloat and enables faster logons and more streamlined rollback in the event of profile inconsistencies.</p>
<p><b>Improved OS migration</b> – Users need to migrate to a new or different OS without losing their familiar environment.</p>	<p>Ivanti’s personalization and data migration capabilities allow users to migrate effortlessly between different devices, operating systems, platforms, or workspace-delivery mechanisms.</p>
<p><b>Personal data recovery</b> – Crashed disks, broken or stolen laptops, and corrupted data can all result in data loss for users, and be time consuming and costly for IT.</p>	<p>Ivanti recreates a user’s last known state dynamically with minimum hassle, ensuring less downtime and no loss of customization. Data is synced automatically to new devices, in-location, to provide the user a seamless and efficient experience.</p>

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<p><b>Lock down kiosk-style controls</b> – Restricting access to a subset of the OS and applications is vital in unsecure or poorly regulated areas.</p>	<p>Ivanti can prevent access to specific applications as well as block or remove individual parts of applications or the operating system. This reduces complexity for the end user and secures the environment from malicious or accidental changes.</p>
<p><b>Compliance enforcement</b> – Controlling user, application, and data access in an audited environment is often a legal requirement.</p>	<p>The Ivanti approach to application control, privilege management, and lockdown – together with self-healing and highly granular auditing – complements existing security and management controls. Ivanti helps increase compliance through better security while lowering costs.</p>
<p><b>Script and batch file management</b> – Writing and maintaining scripts is difficult and expensive for IT, especially without version control or audit capabilities. Scripts and batch files typically execute in sequence, which means logon times are slow.</p>	<p>The Ivanti graphical ‘drag-and-drop’ policy model eliminates batch and scripting needs, massively decreasing cost and complexity. In addition, Ivanti’s multi-threaded engine executes logon actions simultaneously, dramatically reducing logon times. You can audit logon actions and employ version control to roll back settings in case of configuration errors.</p>
<p><b>Context aware policies</b> – Grant user access based on the device type connecting to the corporate environment.</p>	<p>Ivanti can apply access to resources based on device type or name, operating system, IP Address, or MAC address. Custom conditions are also available making context infinitely extensible.</p>
<p><b>Increased app performance and server density</b> – Rogue CPU and memory resource-hungry applications can reduce user productivity and prevent other applications from executing quickly.</p>	<p>With its patented technology, Ivanti Performance Manager manages CPU and memory resources intelligently to provide an optimal user experience. Server density can increase by 40% more users on average.</p>
<p><b>Fault-tolerant environment</b> – Servers fail, networks crash, and data centers go dark. But the user expects the system to cope and to remain productive.</p>	<p>Ivanti offers a multi-tier architecture, based on proven, industry-standard solutions, designed to outperform Disaster Recovery expectations.</p>

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