

VDI Pilot Unusable

Customer Success Story



xangati

S&P 500
COMPANY

COMPANY OVERVIEW

- **Industry:** Chemicals – Diversified
- **Location:** Northeast U.S.
- **Revenues:** \$8.1+B
- **Employees:** 18,000+

CHALLENGE

- Implement hybrid VDI (virtual desktop infrastructure) for several thousand employees to reduce risk, reduce costs and increase security
- VDI pilot of 100 employees was unstable, with desktops frequently locked up and unusable

SOLUTION

Xangati provided live visibility into all VDI communications, between both virtual and physical elements, enabling IT personnel to see exactly when problems occurred and what was causing them.

BUSINESS RESULTS

- Identified multiple problems affecting VDI implementation performance including:
 - excessive VDI communication latency causing performance problems
 - streaming video, backup jobs, software and virus updates causing VDI latency
- Provided visibility into network communications to get the VDI pilot working and network upgrades planned to support future VDI plans

Overview

This member of the S&P 500 wanted to lower IT support costs and increase security by locking down many desktops using VDI (virtual desktop infrastructure). It wanted hybrid VDI, so secure documents would be stored on central servers with controlled access, but would still allow employees to work locally on non-secure documents. Users would also still be able to surf the Web without VDI—easing network requirements and increasing robustness.

Business Challenge: Prove VDI could work and roll it out to several thousand employees

Having already virtualized around 20% of its servers, this company thought it was prepared to implement hybrid VDI. Unfortunately its 100-user VDI pilot was hampered with persistent performance problems that made the pilot unusable.

Even though existing tools indicated everything should be fine; server CPUs were not maxed out, memory was not maxed out, network interfaces were not maxed out, the connection broker looked healthy—VDI was not working—why?

Solution: Xangati

Xangati's non-intrusive appliance installed in minutes and provided live, to-the-second visibility into all network communications including all VDI components and elements. This visibility identified multiple items that were causing the VDI pilot to become unstable and unusable. While sponsors were hoping for one thing they could fix to make VDI work, the answer wasn't that simple. Yes, latency of VDI communications was the cause of the instability. But what was causing the latency? Employees surfing the web for research and watching training videos was one cause. Additionally, backup jobs were routinely running late and delaying other network communications including VDI. Lastly, software and virus updates were hampering performance as employees logged on throughout the day with the updates being applied after logon.

Because Xangati provided the live, to-the-second visibility to all network communications for all applications between all endpoints—the company was able to identify and remedy the problems plaguing their VDI pilot. With Xangati, this company now has the visibility to improve planning and ensure its future virtualization efforts proceed as planned and deliver the ROI and ease of use demanded. To learn more, visit us at www.xangati.com.