

Case study

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Calvin Nghe,
AVP of Application and Server Virtualization



Nationstar Mortgage realizes accelerated time-to-value with AppSense

Challenges

- Minimize frozen sessions caused by usage spikes
- Reduce trouble tickets
- Replace Terminal Services roaming profiles, custom logon scripts and minimize GPOs
- Manage rapid employee growth
- Accelerate logons

Solution

- AppSense Environment Manager
- AppSense Performance Manager

Benefits

- Consistent user experience at peak usage times
- Reduced trouble ticket average from 300 per day to 10
- Eliminated Terminal Services roaming profiles, custom logon scripts, and minimized use of GPOs
- Decreased logon times from as long as three minutes to under 20 seconds
- Increased server density by 10 percent

Organization

Based in Lewisville, Texas, Nationstar Mortgage offers servicing, origination, and real estate services to financial institutions and consumers. One of the nation’s largest mortgage servicers, its clients include national and regional banks, government organizations, securitization trusts, private investment funds and other owners of residential mortgage loans and securities.

Nationstar maintains a virtual desktop environment using Citrix XenApp, but during a period of significant growth in 2012 and 2013, the employee population tripled. Desktop logons slowed to as long as three minutes and desktops sometimes froze, making it impossible to work. A complex Excel query by one user could lock up an entire server. Trouble tickets soared to 300 a day.

“We were adding 10 servers a week, and it wasn’t enough,” recalls Calvin Nghe, Nationstar’s AVP of Application and Server Virtualization. “We were constantly in firefighting mode. Profile corruption, performance problems, server crashes—you name it. Anything you can think of was happening.”

The turning point: AppSense DesktopNow

Nghe realized that managing from crisis to crisis was not sustainable or productive. “We needed to get to the root causes and re-architect the environment,” he comments. “I was already familiar and comfortable with AppSense, and I needed a solution that would immediately address our challenges.”

From first phone call to full deployment of DesktopNow Performance Manager and Environment Manager took only two months. Moreover, AppSense delivered exceptional time-to-value, starting with a 500-seat proof of concept. “We saw immediate positive results from our POC,” continues Nghe. “And AppSense professional services was very knowledgeable. They accommodated our use cases, and we quickly had a solution.”

Greater control for IT. Better performance for users

Nationstar now supports 7,500 users with DesktopNow. With AppSense, Nationstar IT has regained control of its user environment. And greater control means more time to evaluate new products, improve the user experience and focus on needs in other areas.

Performance Manager ensured that users shared system resources equally, while it decreased memory per session and enabled Nationstar to boost user density per host. “Now one Excel power user doesn’t consume all of the resources and freeze everyone’s session,” Nghe says.

In addition, Environment Manager eliminated Terminal Services roaming profiles and custom logon scripts, moving logon scripts and group policy objects (GPOs) to AppSense. “We had so many GPOs attached to our Citrix servers,” explains Nghe. “There were system GPOs and user GPOs, and that’s one of the main reasons logons were so slow. Now 90 percent of our GPOs settings are handled through AppSense.”

AppSense streamlines IT management and accelerates user logons

Since deploying AppSense, logon times for Nationstar employees have decreased to between 14 and 20 seconds from as high as three minutes. Likewise, trouble tickets have dropped from 300 per day to less than 10 on average. “Users are ecstatic,” Nghe observes. “We’ve given our users back time. The environment is fast, stable and responsive.”

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AppSense also allowed the company help desk to handle profile issues without escalating them to a trouble ticket. “The help desk can roll back settings for any user, at any time,” Nghe says. “We don’t have to start from scratch and create an entirely new profile. We can rollback just the component causing a problem. It’s really streamlined the process.”

With AppSense, IT can manage builds, personalization, and updates consistently from one console. “Our hardware environment is the same,” says Nghe. “But from a software perspective, it’s totally different.”

The problems AppSense solved had a direct, positive impact on Nationstar’s business and its customers. “Imagine you’re on the phone with a customer and your session freezes,” concludes Nghe. “You call the help desk. You have to reboot. You can’t expect the customer to wait for you to log back to your desktop, and it takes only one person on a server to freeze everyone’s session. With AppSense, those days are gone.”

About AppSense

AppSense is the global leader in User Environment Management (UEM) with over 3,000 enterprise customers worldwide that have deployed to over 7 million desktops. AppSense DesktopNow and DataNow enable IT teams to deliver the ultimate user experience and productivity across physical and virtual desktops while optimizing security and reducing operational and infrastructure costs. The company is headquartered in Sunnyvale, CA with offices around the world.