

Cutting costs and increasing productivity



The problem

User Profile Corruption is one of the most costly, and common aspects of desktop management. It is a time-consuming IT task which also impacts the business through loss of user productivity and high service desk support costs.

For many organizations, when profile corruption occurs, SLAs force IT to spend a predefined amount of time troubleshooting and trying to fix the corrupt profile, often leaving the user locked out of their desktop and rendered unproductive. After (hours of) time spent trying to fix the profile, the user profile is usually deleted, losing all existing user settings and forcing a user to then re-personalize their new standard desktop, a secondary task that consumes more time and further reduces productivity.

The cause

One major cause of profile corruption occurs when user settings are not properly saved back to the central profile, this typically happens at user logoff.

When large amounts of data are transferred back from multiple locations to the profile store, settings can often overwrite each other, and a mis-match in the time stamps can lead to corruption, preventing the user from logging on or launching an application in their next desktop session.

About Ivanti

Ivanti helps corporate IT teams deliver the ultimate in user experience and productivity on both physical PCs and virtual workspaces while optimizing security and lowering both operations and infrastructure costs. Ivanti achieves this by separating policy, performance, profile, privilege and data away from the underlying operating system, applications and devices. Ivanti DesktopNow and DataNow then deliver it back to the workspace in real time, via any delivery technology, physical, virtual, or cloud. Ivanti solutions have been deployed by 3,200 enterprises worldwide to over 7 million desktops. The company is headquartered in Sunnyvale, CA with offices around the world.

The solution

Ivanti eliminates profile corruption by enabling user personalization to persist without the need for the troublesome roaming profiles. Ivanti dynamically streams user's settings on-demand as opposed to a profile which is loaded in its entirety at logon and saved out across the network at logoff.

This efficient approach is built on highly scalable architecture which can support tens of thousands of concurrent users all logging on at the same time and simply streams the required settings based on the applications the user is launching.

With Ivanti, profile corruption is no longer a problem, users are more productive, desktops are more stable, IT support calls and costs are reduced and as a by-product as profiles are now replaced, user logon times are also significantly reduced too.

The impact and savings

Based on extensive customer feedback, a profile related support call can typically take 3 hours to troubleshoot, re-issue and re-build, during which time the user is efficiently non-productive.

Using Gartner figures for average IT and employee costs, the total cost to the business to resolve one corrupt user profile is \$274. This does not include the time spent by the user then re-building and personalizing their new desktop. For an organization with 2,000 users experiencing 1 profile corruption per year, this equates to an annual cost of \$549,096, or \$45,758 per month.

Ivanti customers have found that Ivanti typically reduces the frequency of profile corruption by a factor of 10, saving an organization on average \$1,004 per user over 3 years.

Ivanti reduces the frequency of profile corruption which not only saves significant amounts off the bottom line, but also frees up the support desk to focus on higher value business projects, reduces the requirement for additional support staff, improves user productivity and reduces overall operational costs.

The benefits

- Instant elimination of profile corruption
- Reduced support calls & costs
- More satisfied, productive users
- Faster logon times

The proven customer success

Akibia eliminates profile problems & support costs

"AppSense eliminates problems associated with Roaming Profiles and enhances the user experience. From a peak of a rebuild every three weeks, we have just passed 6 months without having to give it a thought."

Marty Stenius, IT Operations Manager, Akibia

GARD eliminates roaming profile issues and saves on hiring new support staff

"We were either faced with hiring more staff to fix problems, or introduce solutions to avoid the problems. Instead of spending time finding and training new support staff, we decided Ivanti would give us a far better return on investment. Now users have the flexibility of a roaming profile, without IT experiencing the associated support problems and having to reconfigure settings constantly."

Jan Ove Folgero, Chief Systems Engineer, GARD

UTMB sees substantial return on investment through profile corruption elimination

"The decision to implement Ivanti was easy for us. It took less than two weeks to collect all of the user personalization information and convert it to Ivanti. As soon as this was completed our profile corruption completely disappeared. Users have already commented on the improvements and we have achieved a substantial return on our investment."

Andy Fisher, Manager of Technical Services, University of Texas Medical Branch