Federal Agency Leverages Ivanti Workspace Control to Balance Security and User Experience

The Challenge

Much like the private sector, organizations in the public sector are facing rising expectations from the workforce for a technology experience that is faster, easier, and more flexible than ever before. But federal agencies face some of the most stringent compliance requirements and must have maximum protection against a never-ending deluge of cyber security risks.

One US federal agency turned to virtual desktops in hopes of offering a secure environment for workers that also had the flexibility to allow them to work from different locations and devices. The objective was to offer a best-in-class experience for its mobile workforce driving productivity and employee satisfaction. It selected Citrix technology to power their virtual desktops.

The Solution

While Citrix offers some built-in capabilities for managing user settings, it became clear early on in the project that a more sophisticated solution would be needed to full enable workers, without compromising security. The agency shortlisted three vendors for managing and securing its workspaces.

"From the beginning we were impressed how simple it was to get Ivanti® Workspace Control up and running for our evaluation. It quickly became clear that the competing solution was very complex and would be a lot of work for our team to deploy and maintain," said a senior engineer within the federal agency.

The agency was committed to making the transition to a virtual environment a smooth and simple experience for employees, and wanted the IT staff responsible for ongoing care and maintenance to be well-equipped. After testing the implementation of Ivanti Workspace Control, the agency rolled out the new environment to workers with the aim of improving their experience, while reducing the overall cost of managing the new virtual desktop environment.

The US federal agency stacked Ivanti Workspace Control against competitive offerings and found that the solution delivered the following benefits:

- Ease of day-to-day management of workspaces
- Ability to deploy the technology quickly (just a matter of weeks) and keep the VDI project moving ahead
- Instant reduction in service desk tickets
- Quick user adoption and increased satisfaction

The Benefits

Ivanti Workspace Control was critical to the success of the migration project. The agency employed Ivanti to seamlessly migrate the profiles of each user from their older physical desktop to new desktops, and then to the VDI environment. This included user settings, personalization, files, printer configuration, and more. With Ivanti, it was simple to prepare for the move to the VDI environment. No custom scripts or manual intervention were required from IT, and data was also migrated automatically. This was much less complex than previous migrations the agency had experienced, and the organization was also able to save valuable time of senior staff that would often handle post-migration activities to get workers productive.

"Everyone was happy, and we made it as seamless as possible," the senior engineer said. "We received feedback that this was the smoothest workspace update the agency had experienced because users simply logged on. Everything they needed to be productive was there."

The IT team was pleasantly surprised by the quick reduction in service desk tickets in the new environment. Instantly it became possible for workers to roam across virtual and traditional apps and their virtual desktops, with all the settings and personalization they needed to be productive.

After the success of Ivanti Workspace Control in the virtual desktop environments, the agency began leveraging Ivanti Workspace Control on its physical devices as well, so all workers could experience the benefits of centrally managed workspaces.

Now that workspaces are managed and workers are able to be productive across any platform and device, the agency is looking at the more comprehensive security capabilities offered by Ivanti.

"For federal agencies, security is of top concern. Improving whitelisting and granular policy controls are a chance to protect against internal threats and further mitigate risk exposure for our organization. We know Ivanti has an opportunity to help us in these areas."

In the meantime, the agency recognizes that the success of its virtual environment and its ability to support mobile workers has largely been due to the enhancements that Ivanti delivered to its Citrix environment.

"We couldn't be happier with the outcome of our VDI project. We wanted to get it right the first time, and Ivanti made that possible. The workforce is happy and so is IT. It's a win-win, and in government agencies that's a big accomplishment," concluded the senior engineer.

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