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Birds of a feather, SoftGrid customer case studies

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Microsoft MVP for Terminal Services

8-10 October, 2007

About the presenter, Tim Mangan



- Owner, TMurgent Technologies
- Partner in GridMasterTraining
- Formerly VP of Dev and Technology at Softricity
- A Microsoft MVP for Terminal Services
- Moderator of www.SoftGridguru.com

About the presenter, Ruben Spruijt



- Solutions Architect @ PQR
- Certification e.g. Citrix CCIA (XP/4.0), CCEA, MCSE+S
- Moderator of www.SoftGridguru.com
- Published articles for IT-Pro magazine LANVision
- Published articles for IT-Pro magazine NETOPUS
- Speaker at (inter)national conferences, BriForum and Pubforum
- Blog @ BrianMadden.com,
 - <http://www.brianmadden.com/blog/RubenSpruijt>
- Solution Owner of www.virtuall.nl
- Public profiel: www.linkedin.com/in/rspruijt
- Married & 3 kids: 7,5,1



Agenda



- Case #1 "ASP – Tim Mangan"
- Case #2 "Fontys Highschool – Ruben Spruijt"
- Discussion
- Q&A
- Discussion



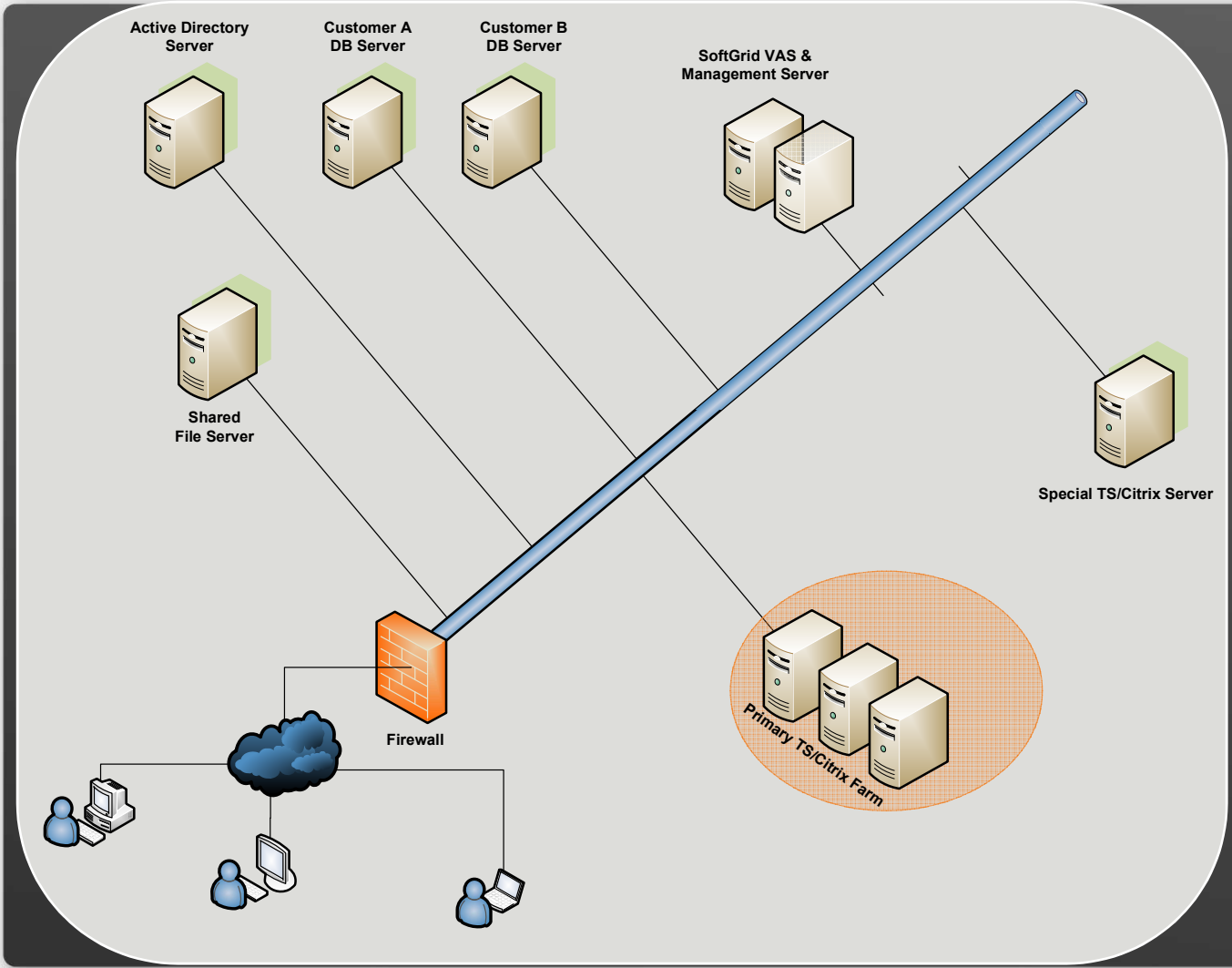
Customer #1, ASP Deployment “We’re your IT department”

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- Actually from two different ASPs.
- “Application Service Provider”
 - Hosts Applications on TS &/or Citrix
 - Provides back-ends (AD, DB, Servers)
 - And back-ups
 - Have Small Customers – Typically no FT IT

- Cost-effective equipment leverage
- Ensure isolation of everything
- Really crappy apps
- Really clueless users

- Does it work at all?
- Multi-User
- Simultaneous User
- Multi-Tenant
- Can you sequence it?



SoftGrid ASP Scenario



**Customer #2, Fontys Highschool
“Centralization, Virtualization
and user freedom in educational
environment”**

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“ Centralization, Virtualization and user freedom in educational environment”

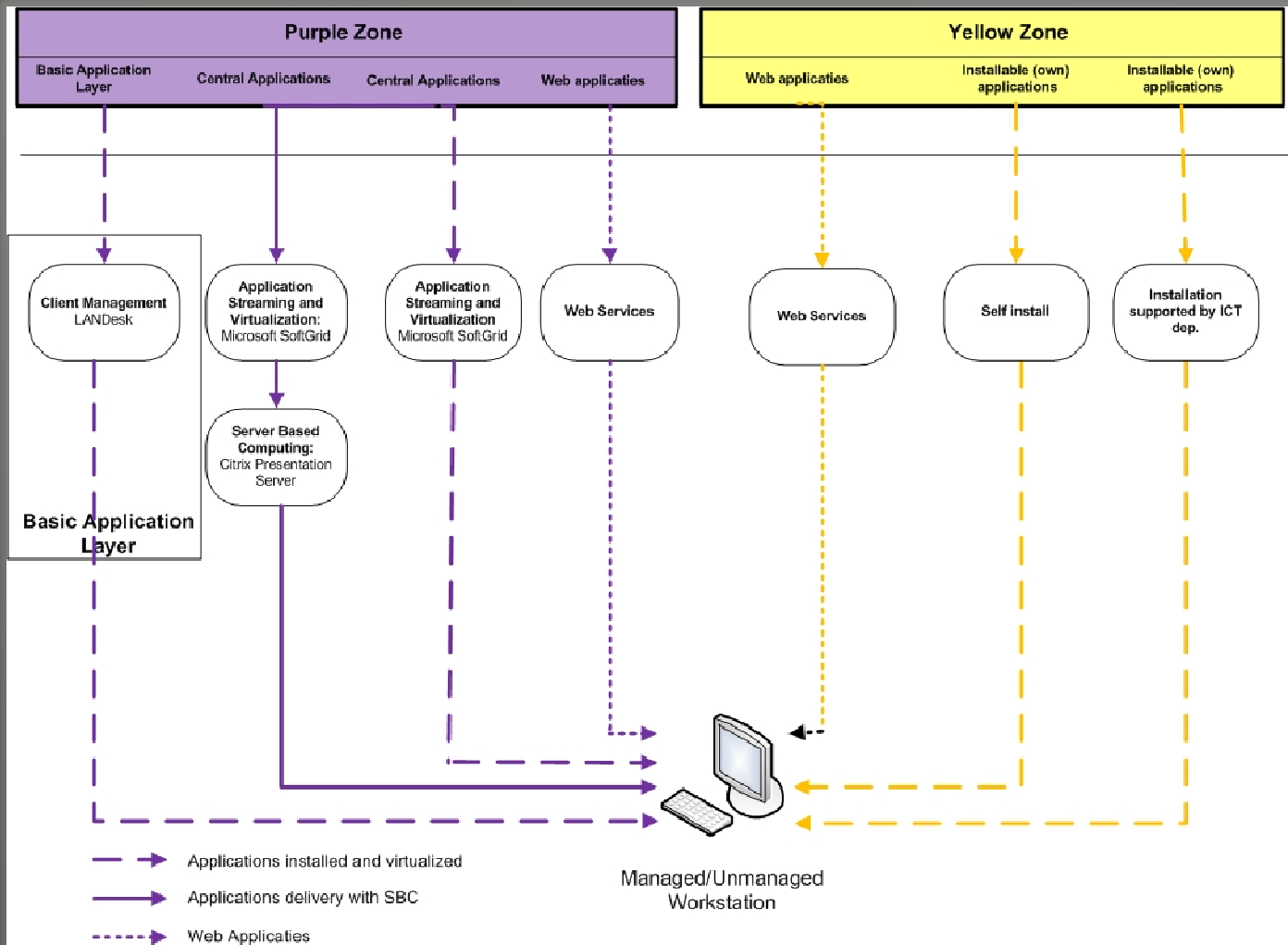
- Fontys is a learning community, IT is key in a succesfull learning community
- Fontys is the largest highschool in the Netherlands
- Project started in 2004, finished in 2006 operational for almost 2 years
- Education is leading, ICT is facilitating
- Education can make a choice what's best for them!
- Access application and data from anywhere
- User freedom, install applications and hardware where ever they want
- No (big)migrations again,
- Be ambitious
- Purple – Yellow model

Fontys Fast facts



- Migration W2K and Novell to Windows Server 2003
- PoC Servers: 12
- Development Servers: 10
- Test and Acceptation Servers: 32
- Production Servers: 350
- Terminal Servers: 45
- Printers: 500
- Managed workstations: 7000
- Unmanaged (student)laptops: 5000
- 40 locations, A-location (WAN <280Mb)*, B-location (40Mb)*
- Workshops, 25+ and 250+ 'stropwafels'
- Students + employees = 60.000
- Purple applications: 300
- Yellow applications: 1100
- 3 Datacenters

IT Landscape 2006



Solution Overview



- MS WinXP SP2: OS, + basic loadset
- LANdesk CMS v8.5: Client Management
- Symantec AV: Antivirus werkplek
- MS W2K3 SP2: OS servers / Active Directory
- Citrix PS: SBC
- Citrix WI/SG: Secure access
- Microsoft SoftGrid: Application Streaming and Virtualization
- RES PowerFuse: Application Management (SBC)
- McAfee: Antivirus Servers
- VMware VI3: Hardware Virtualization
- Platespin PC: V2P/P2V conversion
- HP BL20/40 blades: Hardware platform
- HP EVA 5000: Storage Area Network
- HP RPD: Automated Server provisioning
- CommVault: Backup solution
- Fontys Installer: Application installer for end users

Lessons Learned



- Build Technical and Functional Design modular
- Different versions of each design for each project phase
- Fontys: own project management, own resources
- Partner with expertise, learning on the job, workshops
- Integrate partners within the organisation.
- Solution Architect from partner for complete technical overview.
- Visit reference customers.
- Communication with end-users is key!
- Go for Quality, even when the project timeline needs to be extended.
- Workshops for everyone, end-users – Management.
- Sequencing speed within Fontys is low
- Server Management and Desktop management should be the same group
- Take the time in securing the workstation, don't use the easy way (give admin rights).

- Using Ardenne for exam, LAB, kiosk and regular PCs;
- Why should we use Client Management.....
- VDI;
- Thinstall (besides SG);

- Fontys Highschool reference case (technical)
 - <http://www.virtuall.nl/articles/CustomerReferenceCases/Fontys%20Highschool%20-%20Lanvision%20-%20English.pdf>



Discussion / Q&A

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