DAIMLERCHRYSLER

CHALLENGES

- Poor performance of Citrix servers was increasing business costs from lost time, low staff productivity and poor quality of service.

SOLUTION

- Ivanti Performance Manager

BENEFITS

- Improved quality of service
- Greater system stability
- Improved user experience

ABOUT IVANTI

Ivanti is the global leader in User Environment Management (UEM) with over 3,000 enterprise customers worldwide that have deployed to over 7 million desktops. Ivanti 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.

"Ivanti has significantly improved our ability to provide a more stable and robust service to our users."

— **Bertil Andreasson, Technical** Manager
Daimler Chrysler

Daimler Chrysler

Ivanti Puts Citrix Servers in Top Gear

Organization

Daimler Chrysler is a major importer of some of the world's leading car manufacturers, such as Mercedes Benz, Jeep and Smart.

The company employs around 650 people across Sweden and Denmark, and of those employees, 350 to 400 users take advantage of the services the organization provides via a Citrix farm.

Finding the cure to poor performance

For over 6 months Daimler Chrysler had been suffering poor performance on their Citrix farm. Users would experience applications freezing, often taking considerable time before being available for them to use again. This was not only irritating for users but costly for the organization in terms of lost productivity, while applications came back on line.

Bertil Andreasson, Technical Manager for Daimler Chrysler said, "The issue lay with the halting of the spooler service, and having to restart the service many times. If we did not identify this very quickly, our users would suffer extremely bad performance, which was not acceptable to us."

Improving accessibility, ensuring stability

Daimler Chrysler work closely with their technology partner, Virtus Consulting in Sweden, who recommended Ivanti Performance Manager as a solution.

"I have found no similar product in the market place to Ivanti Performance Manager, and have been very pleased with the product so far. I needed to test and deploy a solution very quickly to put an end to our performance issues and I was able to do this very well with Ivanti", comments Andreasson.

He continues, "For me, Ivanti Performance Manager within a Citrix server environment is a must. It has significantly improved our ability to provide a more stable and robust service to our users, and that is a very important development for our organization."

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