

Top 3 US Bank Automates Image Testing and Maximizes End-User Experience with Login VSI Software



Industry: Financial Services

Country: United States

Challenge:

To keep up with constant changes in business applications within its Citrix XenDesktop environment, a Top 3 US Bank needed to streamline how they test image changes without disrupting business processes

Solution: Login VSI

Results:

- IT team can now measure quality of end user experience at massive scale, 10,000 - 15,000 virtual users
- Reduced time needed to secure approvals for image changes from days or weeks to hours
- Improved confidence that image changes will not result in costly market trading interruptions

Faced with the possibility of market trading interruptions that can mean millions of dollars in lost business, a Top 3 Bank in the United States turned to Login VSI to streamline the testing of virtual workspace image changes.

The challenge

A leading global financial services firm, one of the 3 largest banks in the United States and top 10 in the world, needed to expedite the process of testing changes to its many golden images prior to releasing them into production. While hardware infrastructure for end users was simple, with nearly half of all users worldwide working with zero-client PCs accessing Citrix XenDesktop, the company had a tremendous array of enterprise software applications provided through XenApp, including many legacy apps.

Testing image changes meant assuring the ongoing performance of a very wide variety of applications at scale, with no adverse impact to end user experience. Additionally, multiple departments had to sign off any golden image changes prior to their implementation. The increasing amount of time and personnel hours necessary to test image changes and gain department sign-offs was becoming prohibitive.

Recognizing this issue, along with the need to avoid very costly business process delays due to software outages, the company turned to Login VSI to automate the process of image testing and maximize end user experience and productivity without interruption.

The solution

The Top 3 US Bank implemented Login VSI software in the company's testing lab, where they test the impact of image changes on actual end user experience. Unlike other testing tools, Login VSI's virtual user technology simulates real-world users performing real-world tasks, while measuring the time required for each action within the end user interface.

Login VSI's virtual user technology accurately measures the quality of end user experience at massive scale – to the tune of 10,000-15,000 virtual users. Login VSI test results are benchmarked in comparison with current production performance and shared with department leaders who can approve image changes in timely fashion with full confidence.

The result

"We don't make any changes to our VDI environment without vetting them through Login VSI first," the company's Citrix IT process owner said. "Login VSI enables us to test in advance any changes to golden images used around the world, as well as manage capacity planning for any new applications."

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– Citrix IT Process
Owner, Top 3 US Bank

The company's next step will be to utilize Login PI for digital experience monitoring of its live environment. Login PI extends the use of virtual users to the production VDI environment, ensuring constantly optimal end user digital experience and full productivity. "Even a relatively brief interruption of our market trading processes could cost the company tens of millions of dollars," Login VSI was told. "We are excited by the predictive capabilities of Login PI for early detection of diminished user experience and application responsiveness before they are noticed by end users. For example, Login PI can detect memory leakage, an issue we had to deal with manually in the past, well in advance of any impairment to application performance."

"Login VSI and Login PI together provide complete user experience testing before and after image changes are made, ensuring ongoing high availability and performance for our end users around the world."

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