



Lanware Lowers Costs and Provides Superior Service Quality



 Lanware

 Employee +100

 UK

 IT Services

About Lanware

Lanware is a leading Managed Services Provider offering technology outsourcing and specialist consultancy for the financial services industry around the globe.

Lanware's customers include companies active in insurance, asset- and investment management, and payment cards. Lanware is specialized in cloud technology, taking away the internal management ownership of desktop and applications for their customers. All this without compromising on the service levels, oversight, and flexibility it takes to manage risk and regulation.

The Challenge

Lanware is running a VDI environment based on Citrix XenDesktop. Based on this environment they offer Desktop as a Service and dedicated financial applications to their customers. Lanware currently serves 40 different customers and this number is growing fast. Each customer is using about 30 to 40 different applications on average. Even though the number of users per customer is sometimes relatively limited, the value that these users process each hour is very high because of the large asset portfolios that are managed. For this reason, the financial applications used are 100% reliable, available, and well-performing at all times.

To make sure that infrastructure changes could not affect the service provided, all changes were closely tested by a small dedicated test team, before they were rolled out into production. As the rate of change was quickly growing, this activity started to ask for more and more resources.

“Before the implementation of Login Enterprise, Lanware has been monitoring the VDI desktop availability manually by operational checks, and had no quantifiable performance monitoring and reporting on desktop performance. The main goals of the project were to enable the Lanware Service Desk and Infrastructure Operations teams to automate tasks such as operational checks.”

Peter Petrov

SR. INFRASTRUCTURE ENGINEER

The Solution

Login Enterprise was implemented to pro-actively test all the changes automatically. The deep application testing™ capability of Login Enterprise allows for detailed, step-by-step performance testing of all crucial applications, for all Lanware’s VDI-based customers. Every change, large or small, is now tested with Login Enterprise. This process is embedded in Lanware’s change management protocols.

Some of the main goals of the project were to:

- Automate and accurately streamline tasks such as operational checks, to report on the availability and functional status of VDI desktops in both datacenters.
- Remove the requirement for the engineer’s time for tasks to be automated – resulting in cost benefits and accuracy.
- Report on performance and functionality of VDI desktops in both datacenters, and generate reports which can benefit the service offered to clients.

Custom login scripts have been developed by the DevOps team to cover all manual checks as part of the Login Enterprise workflow. The output is stored separately in an internal dashboard portal with a status overview per desktop and detailed information about the outcome of all operational checks.

The Results

The implementation of Login Enterprise into Lanware’s change management process is providing a significant cost-saving, freeing up staff for other key tasks. The virtual user technology of Login Enterprise is highly consistent and objective and therefore the quality of the testing process is improved. Because Login Enterprise works 24/7 also unplanned disturbances can be detected (and solved), before real users do.

The Conclusion

The implementation of Login Enterprise at Managed Service Provider Lanware has resulted in significant cost-savings and increased SLA quality levels for their customers. This gives Lanware a key advantage in the very demanding financial services market where good performance and high reliability of IT-services is crucial.



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About Login VSI

Login VSI automatically tests and validates the impact of change to physical, virtual and cloud-based workspaces, to maximize the true end-user experience.