

## CASE STUDY

# FSLogix Enables Holstebro Kommune to Save 1,000s of Hours in Profile Remediation and Log-in Time

## EXECUTIVE SUMMARY

The Danish kommune of Holstebro implemented a virtual desktop infrastructure (VDI) strategy using Citrix XenApp and XenDesktop over a decade ago. One of the biggest challenges Holstebro Kommune experienced with the VDI environment was user-profile corruption, at least two daily. To address the problem, Holstebro Kommune deployed FSLogix Profile Containers. In addition to eliminating profile corruptions, adding up to as much as 1,000 staff hours annually, FSLogix reduced log-in times for end users from an average of two minutes to 45 seconds—an equivalent of 17,000 hours annually.

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## HIGHLIGHTS

- > Recouped as much as 1,000 workhours annually spent remediating profile corruptions
- > Eliminated user profile corruptions—average of two per day
- > Saves end users circa 17,000 hours annually spent logging into their profiles
- > Reduced IOPS from 30 to 2—a 15-fold reduction

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**ANDERS ERFURT HØJ THOMSEN, IT CONSULTANT, HOLSTEBRO KOMMUNE**

### **Holstebro Kommune Overview**

**Size:** 80,000 hectars

**Population:** Circa 57,000

**Largest City:** Holstebro

[www.holstebro.dk](http://www.holstebro.dk)

### **Challenges**

- > Address profile corruptions for individual users
- > Reduce time users spend logging into their individual profiles
- > Improve staff productivity

### **Solution**

- > Unified Base Image Management using FSLogix Profile Containers
- > Citrix XenApp and XenDesktop VDI environment supporting standard thin clients and laptops

### **KOMMUNE WITH HIGH STANDARDS**

**Denmark is comprised of 98 different kommunes. Situated in the middle of western Jutland and touting everything from exciting city activities, to beaches and sand dunes on the North Sea, to rolling hills in the bucolic countryside, Holstebro Kommune offers its citizens and visitors a long list of places to see and things to do.**

**The IT department for Holstebro Kommune keeps everything humming in the kommune by delivering state-of-the-art IT solutions and services to over 3,400 users that encompass myriad government agencies—both full-time and contract workers. It was an early adopter of virtual desktop infrastructure (VDI) using Citrix XenDesktop and XenApp over a decade ago and has realized significant returns as a result.**

### **CORRUPT PROFILES AND LONG LOG-IN TIMES**

However, Holstebro Kommune experienced ongoing corruption of user profiles, an average of two daily that required approximately one hour per incident to remediate. “Not only did this incur significant IT staff time, but it also resulted in lost productivity for each user,” says Anders Erfurt Høj Thomsen, an IT consultant at Holstebro Kommune. This tallied to around 1,000 hours in workhours—for both IT staff and end users—annually. “We had to remote control into their system, and oftentimes we had to manually reinstall all of their favorites in Microsoft Explorer and set up their shortcuts, Microsoft Office configurations, and so on.”

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About two and a half years ago, Holstebro Kommune’s Citrix IT Provider Conecto suggested that it look at FSLogix Profile Container as a solution to the problem. Thomsen had recently joined the Holstebro Kommune team, and he was tasked with leading the implementation. “At the same time, we changed out our entire VDI platform to a new version of Citrix,” he recalls. “In addition to problems with corrupted profiles, we also had challenges with user log-in times. In some cases, it would take as long as five or six minutes for user profiles to load.”

The implementation of FSLogix Profile Containers was quick and easy, according to Thomsen. “Because the FSLogix deployment was done at the same time as the Citrix upgrade, we worked in concert with the Conecto team,” he notes. “It literally took us a day to get it up and running. The implementation was seamless.”

And when Thomsen ran into a problem during configuration, he reached out to FSLogix for support. “They were very knowledgeable and were able to identify the issue in a matter of a few minutes,” he says.

## **RESULTS THAT COUNT**

The FSLogix deployment is a big success for Holstebro Kommune. The kommune’s 3,400 end users benefit every day when they log into their profiles on HP Thin Client stations and in some cases dedicated laptops and tablets. “It previously took at least two minutes for users to log in to their profiles every day,” Thomsen remembers. “It now takes less than 45 seconds.” This time difference adds up to some very impressive productivity gains for Holstebro Kommune—an aggregate of 17,000 staff hours that can be allocated to other government-related tasks and services.

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An unexpected benefit for file sharing performance also resulted from the FSLogix deployment. Legacy fetch and retrieval profiles averaged 30 input/output operations per second (IOPS). With the transition to FSLogix, Holstebro Kommune saw this reduced to two IOPS on average. “The move from file reads and writes to block reads and writes made a huge difference when it comes to performance,” Thomsen says.

FSLogix has proven to be a great asset for Holstebro Kommune. “We’re very pleased with FSLogix and the value it delivers,” Thomsen says. “We’re able to focus our IT staff time on business-critical initiatives rather than on rebuilding corrupted profiles. And our end users are more productivity, too, as they no longer need to wait long periods of time when logging into their profiles.”

#### **ABOUT FSLOGIX**

FSLogix is the leading innovator of solutions that reduce the amount of hardware, time, and labor required to support desktop virtualization platforms. With implementations ranging from less than 1,000 to over 50,000 users, FSLogix Apps enhances the user experience while reducing support requirements for companies like Cottage Health, Philips (PHG), and City of London Police. FSLogix is a Microsoft partner, Citrix Ready partner and Best of Synergy winner, and VMware Technical Alliance partner. The company is headquartered in Atlanta, GA, with offices in Salt Lake City, Denver, Boston, the Netherlands, and London, England. For more information, visit [www.fslogix.com](http://www.fslogix.com).