diagnostic
case study

diaxion
IT Strategy & Optimisation

OVERVIEW

Our client is a leading provider of wealth, insurance and advise solutions.

Our client has been helping Australians grow and protect their wealth for over 130 years.

With a comprehensive range of wealth and insurance products available through financial advisers or direct to customers, our client makes it easier for customers to find the solution that best suits their needs.

Diaxion recommends the right path for one of Australia's leading wealth management providers.

The Business Challenge

Prior to appointing Diaxion, the client was implementing projects that required a change in application delivery. They were:

- **Data Centre Migration**
- **Desktop upgrade to Windows 7**
- **Business Processing Offshore**

Data Centre Migration:

The main driver of this project was to provide a solution for applications whose backends were to be migrated to a data centre located in a city 1000km's from the majority user base.

Desktop upgrade to Windows 7:

The client was undergoing a desktop migration to windows 7. Our client users were to be the first group of users to be migrated. As such all legacy applications that could not be delivered by the new windows 7 desktop required a delivery mechanism.

Business Processing Offshore:

Our client undertook a program of business process offshoring (BPO), which would see certain business processing units moved to multiple offshore locations. There was an immediate requirement for the capability to deliver applications to these users, whilst maintaining security and ownership of all corporate data.

The Diaxion Solution

The Diaxion solution included the deployment of a Citrix XenApp 5 environment. Due to financial and time constraints placed on the architecture design, the initial project challenge faced was with application integration and testing.

Firstly, many of the incumbent applications were very old and were not designed for a multi-user environment.

Secondly, our client did not have the budget to repackage applications for deployment on the Citrix XenApp environment. As such applications were manually installed; application installation became highly customised and bespoke. Thus adding to the complexity of support and maintenance of these applications.

The key challenge faced by Diaxion was to demonstrate to the client that the three projects were each dependent on the successful delivery of the Citrix XenApp 5 platform. Diaxion managed this internal alignment and assisted the client in having each of these projects being aware of their responsibility and role in ensuring the environment was capable of meeting each of the projects individual requirements.

Adopting a holistic project overview, Diaxion provided a much more realistic approach and cost model to the initial engagement of analysis and design.

The client gained confidence during these phases as Diaxion demonstrated their capability to identify, deliver and manage risk whilst ensuring success of the overall project.

As an outcome our client managed all challenges through the installation and deployment of a Citrix XenApp 5, which was built on Microsoft Server 2008 x86 and utilised to be the core application delivery mechanism for all key requirements.

The following was achieved:

1. 70 applications deployed, 35 of which were published

2. 100 virtual Citrix XenApp 5.0 servers delivered by 3 separate vDisk images via

Citrix Provisioning Services 5.6

3. 1500 concurrent users based in areas across the globe were provided access capabilities

4. Completion and integration of an Operational Support Design

5. Monitoring achieved with the utilisation of Citrix EdgeSight.

Due to very tight timeframes, success was gauged on the following:

1. To build a fully centralised, secure, scalable, application delivery model that provided access to applications based on job function.

2. Utilise existing application packages. No available funding for further application packaging or virtualisation.

3. Migrate all identified applications within the provided timeframe from each of the project streams.

4. Utilise in-house testing teams to ensure the application function as expected in the new multi user environment.

5. Ensure user experience is the same if not better than what was previously obtained by the traditional Windows XP desktop model.

6. Integrate the support of the environment into existing client support structures.

7. Ensure monitoring capabilities of the new environment was achieved.

The Business Benefits

Diaxion's initial engagement was for a 3 month proof of concept for 5 applications that were to be moved as part of the client's data centre relocation. Through analysis and effective communication Diaxion identified the scale of this project was much greater that first anticipated by the client.

This was further reinforced when the other two projects identified the Citrix XenApp platform as a means to deliver applications for their projects. Given the complexity of this project and the tight timeframes, Diaxion's ability to identify and manage risk was critical to the success of the project.

Throughout the continuing interaction with the client, Diaxion demonstrated their commitment to maintaining a healthy, transparent relationship with the focus always being the customers' requirements being met as per the agreed statement of works.

The Future

Now fully operational with Citrix XenApp 5.0, Diaxion remain actively involved in the support and maintenance of the Citrix XenApp test environment.

Diaxion's relationship with the client has been strengthened by Diaxion's ability to assist them in the data centre migration recently performed.

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IT Strategy & Optimisation

The best IT solutions are not about a single approach to a problem but about how a solution complements an entire organisation's strategy.

Diaxion offers IT strategy and optimisation services to support and promote business goals. By integrating IT solutions across business units and building strong IT capability and understanding, organisations are given the best chance of achieving their business targets.

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