

## Case study

“AppSense makes the desktop more efficient, our tools more reliable and our workforce more productive.”

Shane Mercer, Director of Enterprise Services and Infrastructure Planning, Dentons.



## DENTONS

## Dentons solves Windows 7 Migration, Privilege Management and more with AppSense

### Challenges

- Seamless Windows 7 migration in short amount of time
- Complex desktop with nearly 300 applications, numerous group policies and logon scripts
- Unruly admin rights elevation that compromised security

### Solution

- AppSense Environment Manager
- AppSense Application Manager

### Benefits

- Windows 7 migration that provided a renewed experience for users
- A single platform to manage user personalization across all platforms
- Privilege management capabilities to address requests for user rights elevation

### About Dentons

Dentons ([www.dentons.com](http://www.dentons.com)) is a global law firm driven to provide its clients with the competitive edge in an increasingly complex and interconnected marketplace. The company was formed by the March 2013 combination of international law firm Salans LLP, Canadian law firm Fraser Milner Casgrain LLP (FMC) and international law firm SNR Denton.

Dentons is built on the solid foundations of three highly regarded law firms. Each built its outstanding reputation and valued clientele by responding to the local, regional and national needs of a broad spectrum of clients of all sizes – individuals; entrepreneurs; small businesses and start-ups; local, regional and national governments and government agencies; and mid-sized and larger private and public corporations, including international and global entities. Now clients benefit from more than 2,500 lawyers and professionals in 79 locations in 52 countries across Africa, Asia Pacific, Canada, Central Asia, Europe, the Middle East, Russia and CIS, the UK and the US who are committed to challenging the status quo to offer creative business and legal solutions.

### Windows 7 migration serves as catalyst for virtualization

Dentons puts a high priority on anything that helps its lawyers be more productive. From an IT perspective, that means providing access to information quickly, reliably, and securely. In turn, this allows the organization to cover another area of importance: delivering excellent client service.

To enable its large network of lawyers and staff, many of whom travel frequently around the world, Dentons used a roaming profile environment on Microsoft XP along with Citrix XenApp, but the system was falling short of expectations. Logon times for users accessing the system remotely typically ranged from 10-15 minutes and profiles often became bloated and corrupted, requiring 30 minutes to an hour for tech support to rebuild while the lawyer was rendered unproductive and unable to access their desktop, applications and data.

In the course of supporting business needs, Dentons had developed a complex desktop environment with nearly 300 applications, numerous group policies and logon scripts, all of which were difficult to manage as a single platform. While the issues caused by this platform did not meet the firm's standards, it was ultimately the need to migrate to Windows 7 that drove the IT department to consider managing the user element of the desktop more effectively with a people-centric user virtualization solution.

“Moving from XP to Windows 7 led us to revisit the entire desktop infrastructure along with addressing the challenges on the current platform,” said Shane Mercer, Director of Enterprise Services and Infrastructure Planning for Dentons. “The legacy XP desktops with roaming profiles were difficult to maintain, which was problematic for users and support staff, and our Citrix and desktop environments were very different which made delivering tools and services in a consistent way nearly impossible.”

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Shane Mercer, Director of Enterprise Services and Infrastructure Planning, Dentons.

#### Personalization and privilege management distinguish AppSense

In evaluating its system, Dentons recognized the need for tools to ease sharing of information across platforms, and the importance of providing granularity to personalize the user experience while maintaining control over the desktop regardless of how users access the system. The firm also determined that implementing privilege management would eliminate local admin accounts, admin rights and balance IT security with user demand in a cost effective manner.

Dentons researched several user virtualization products and chose AppSense because of the solution's maturity and proven scalability. Mercer said it was the only tier one product in the market that had the depth to solve the firm's issues while providing the opportunity for growth with its breadth of features.

AppSense was 100 percent rolled out within six weeks to more than 1,500 computers. As planned, Dentons initially leveraged AppSense to help with the Windows 7 migration, using the transition to provide a renewed experience for users by selectively capturing settings to carry forward to the new environment. “We didn't want to move everything over because of previous issues,” said Mercer. “With AppSense, we had the luxury of focusing on simply migrating the most important settings to Windows 7 – settings that generated the most support calls – intelligently leaving behind what were not needed and providing users with a fresh start where they could be instantly productive.”

Once Windows 7 was successfully rolled out, Dentons turned its focus to AppSense privilege management capabilities to address requests for user rights elevation, enabling the firm to elevate or lower admin rights per user, application or task. Implementing this level of precise control allowed the firm to give users the access they need while still protecting the desktop and reducing service requests.

AppSense also allowed Dentons to address the previous issues created by roaming profiles, group policies and logon scripts by consolidating everything to a single platform that manages all aspects of the user independent of the desktop. Logon times have become non-existent, people can access systems in seconds as opposed to minutes, profile corruption has been eliminated and the demand for IT support has been greatly reduced.

“We provide a high-touch service and lawyers have a high expectation of IT. AppSense helps our legal professionals communicate more reliably and enables them to provide the best client experience, while allowing us to keep confidential data secure,” said Mercer. “AppSense makes our desktop more efficient, our tools more reliable and our workforce more productive.”

Dentons plans to take advantage of many more features on the AppSense platform, including policy management as applications grow. The firm also intends to implement a multi-lingual component along with other personalization for its global workforce. “Working with AppSense has provided us with one of the best experiences that we've ever had with any vendor,” adds Mercer. “It's truly been a great partnership.”

#### About AppSense

AppSense, the people-centric computing company, is the leading provider of user virtualization technology that transforms organizations into productive mobile workforces securely governed by IT. AppSense enables companies to embrace consumerization in the enterprise by independently managing all aspects of the user experience across mobile devices and desktops. Our user virtualization technology reduces IT complexity and improves the deployment, management and migration of multi-platform desktop and mobile environments. The company is headquartered in New York, NY with offices around the world. For more information visit [www.appsense.com](http://www.appsense.com)