

Personalization and Policy Management

From server based computing environments through to virtual and physical desktops, AppSense Environment Manager ensures users always receive a consistent, predictable and personalized working experience. AppSense Environment Manager is the only enterprise solution that enables standardized desktop environments to be fully personalized without the need for cumbersome profiles or scripts. Full desktops can now be configured and business rules applied on-demand, enabling compliant, personalized virtual desktops to be quickly delivered to thousands of users.

AppSense Environment Manager decouples user data from the desktop environment and manages this data independent of the desktop. This not only provides centralized management of user settings, but also enables user data to be dynamically applied to desktop environments regardless of the method of desktop delivery. By applying user data on-demand, IT can combine delivery methods, migrate users between platforms and operating systems or seamlessly swap out applications and upgrade the corporate desktop with no impact to the user experience. This user data is a combination of user personalization and tailored policy.

User Personalization

Users are more demanding today than ever before. IT needs to deliver an experience where the user has the ability to change their application settings and desktop environment to suit the way they work, and this needs to be supported as new desktop delivery mechanisms, such as hosted virtual desktops become more widely adopted. Personalization constitutes anything a user is able to customize on their PC today and includes such items as desktop look and feel, application menus and buttons, language and screen resolution settings and much more. Today, user-introduced changes are typically stored in a profile which is often subject to bloat, corruption and lengthy logon times. AppSense Environment Manager ensures that all personal changes made to published and virtual desktops are stored and managed independently from the build, and delivered into the desktop only when needed. By treating personalization data as a separate component, standardized desktops can be used to supply personalized environments to thousands of users, significantly reducing management costs.

Tailored Policy

Corporate policy is used to set up a corporate desktop environment and specifies what a user has access to, how they access it and what they can do with it. As desktop delivery becomes more dynamic through the use of virtualization technology, the ability to apply user policy to standardized desktops becomes increasingly important. Eliminating the traditional means of policy management, such as complex and cumbersome scripting, means desktops and applications can be delivered faster, audited to ensure compliance and maintained at lower cost. With AppSense Environment Manager, policy settings are decoupled from the corporate desktop and managed independently. This enables policy to be dynamically applied in any desktop delivery mechanism, be it server based computing or virtual desktops. This increases IT's ability to provide an efficient service to the business, minimize desktop management costs, and ensure users remain in compliance with policy regardless of how they receive their working environment.

Portable Personality

Businesses are increasingly requiring users be on the road, effectively 'disconnected' from their corporate network. AppSense Environment Manager enables a user to have a 'personality' that is accessible from any location and any accessing device. Now users can take their policy and personalization settings with them when disconnected, and 'sync' this back with the corporate network next time they connect. Users receive a consistent experience even when off-line, and IT is assured that disconnected users are still in compliance with corporate policy.



KEY FEATURES

- > Policy and Personalization Management
- > User Profile Migration
- > Personalization Streaming
- > Personalization Analysis
- > Personalization Rollback
- > Offline Mode
- > OS and Application Feature Lockdown

KEY BENEFITS

- > Accelerates desktop migration
- > Enables virtual desktop pooling
- > Increases business agility
- > Improves user logon times
- > Reduces support and management costs
- > Eliminates roaming profile corruption and bloat

User Profile Migration

Quickly and easily migrate user profile data between desktops. Users can be migrated from PC or server based computing environments to virtual desktops without having to re-create personalization settings. Profile data can also be migrated between operating systems and applications enabling rapid desktop upgrade.

Personalization Streaming

Rather than loading and unloading large amounts of profile data at logon and logoff, which increases logon times and risk of profile corruption, AppSense Environment Manager streams portions of the user profile in response to user actions. Policy and personalization is applied to the environment as applications and operating system features are used. A 'virtual personalization cache' is located within the logged on user session that stores changes to an existing profile. These changes are saved locally during the session and synchronized to the central store at application shut down or session logoff. Application personalization settings can then be shared across open concurrent sessions, independent of application delivery mechanism.

Application-Level Personalization

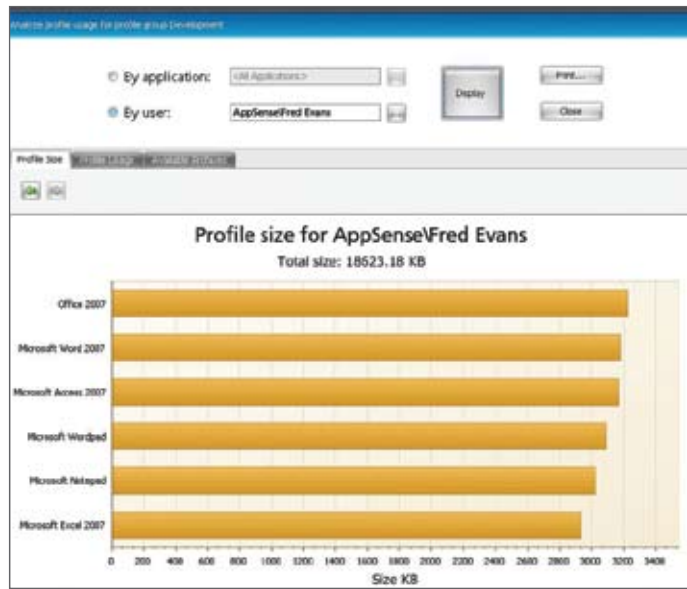
Personalization settings are managed and streamed at the application level, reducing profile size and enabling independent management of user profile data on a per application basis. Applications can now be upgraded or swapped out with no impact to the user experience since the application profile data is managed separately from the application itself.

Personalization Rollback

One of the most common and time consuming tasks for IT support is resolving profile related support cases. When profile corruption occurs, users are unable to work effectively and often complain that 'it worked yesterday'. Incorrect, damaged or corrupt profiles are typically dealt with by resetting the profile and having the user rebuild their personalization settings from scratch. Reduced support costs and time to repair damaged profiles can be realized by taking scheduled snapshots of the profile and if required, 'rolling back' to a previous known good profile for a user on a per application basis.

Offline Mode

Both policy and personalization data is accessible to the user in a disconnected state. For example, if a user accesses their desktop and applications via server based computing or a virtual desktop when connected, all desktop and application level personalization settings are available locally when the user is off-line. The user now has a fully portable personality, which is re-synchronized with the latest settings when the user comes back online.



Personalization Analysis

A rich and interactive set of reports and graphs provides visibility into personalization activity across the server based computing and virtual desktop environment. Based on an individual user, group or application, personalization analysis can identify trends in profile use and potential bottlenecks, enabling extraneous data to be omitted from the user profile where necessary.

Triggers, Conditions and Actions

Define events that are used to implement business policies. Actions can be triggered to apply under different scenarios including startup, shutdown, logon, logoff, process start, process stop. Additionally, conditions can be applied which enable actions to be executed based on who, where from or how a user is connecting to the endpoint or application. Conditions include Directory Membership, User, Computer, Session and Client based rules. Actions resulting from these triggers and conditions include file, folder, registry, ADM, drive and printer mappings. By easily manipulating these triggers, conditions and actions an administrator can quickly implement business policies which can be shared and utilized across operating system boundaries and different application delivery mechanisms.

Self Healing

Automatically self heal files, registry items, services and processes, in real-time, to prevent user introduced changes or actions from compromising system integrity.

AppSense Configuration Templates

Take full advantage of pre-built corporate policy best practice by importing AppSense Configuration Templates. AppSense Environment Manager is able to import an unlimited number of configuration files and use these configurations in combination. A selection of these templates, such as 'Default Outlook Profile', 'MS Office feature lockdown' and 'XP Control Panel Item Removal' are available from www.myappsense.com. This policy template library is maintained and updated frequently.

Accelerate Microsoft Vista Migration

AppSense Environment Manager can also be used to help migrate users to Microsoft Vista from previous Windows versions. Using AppSense Environment Manager's profile migration capability, all aspects of the user can be extracted from an existing OS and application set and re-applied to the upgraded Microsoft Vista desktop, providing a seamless experience to the user and eliminating the need to re-personalize and troubleshoot the new desktop.



AppSense Management Suite is used in server based computing environments such as Microsoft Terminal Services and Citrix XenApp, and is also used in hosted virtual desktop environments and local PCs to ensure users receive a consistent, predictable and responsive working environment.



To learn more about AppSense Management Suite, please visit www.appsense.com

