

ZRWest GmbH

IT centralization slashes costs by €1.3 million in 3 years

The IT service provider for two German pension funds uses Citrix technologies to reduce costs, accelerate application delivery, raise service quality and achieve auditing security when collaborating with external partners.

Challenge

To drive process optimization, ZR West sought to reduce the burden of upgrading and administering 4,000 devices distributed among 13 locations. The organization also needed in-depth insight into the IT system to ensure high service levels, and a solution to provide executives and employees on parental leave with remote connectivity to applications. Finally, ZRWest wanted a secure method for collaborating with external software developers and auditing these interactions to comply with regulations.

Solution

By upgrading to Citrix® XenApp™ Platinum and adding server load balancing with Citrix® NetScaler®, ZRWest now centrally delivers SAP GUI and other applications with speed, efficiency and significantly lower costs. The organization is leveraging key functionality of XenApp Platinum, including SmartAccess technology for policy-based control and SmartAuditor for user session recording*.

Results

With the rich functionality of XenApp Platinum, such as EdgeSight and Citrix® Access Gateway™, ZRWest slashed administrative costs, accelerated application delivery, and enabled application performance monitoring and user session recording.

- Operating costs cut by 1.3 million in first 3 years
- New or upgraded applications delivered in 20 minutes
- End-to-end application performance monitoring
- Centralized session recording for security and compliance

*User session recording is currently in evaluation phase

ZRWest is an internal service provider to the German Pension Fund Westphalia and the German Pension Fund Rhineland.



“With XenApp, we need only 20 minutes to make updates or new applications available across the entire service area.”

*Achim Manz-Bothe,
Head of Systems Technology
ZRWest GmbH*

