

FENESTRA

DESKTOP VIRTUALIZATION MANAGEMENT TOOLSET

Enterprise-wide I.T. migration projects consume vast amounts of time and management resource. When you need to coordinate such a substantial change across departments throughout the enterprise, and around the globe, it can seem like an impossible task.

At least, that was the situation before Fenestra arrived.

Fenestra has had a dramatic impact upon the timescales, costs and human resources involved in large-scale IT infrastructure change management.

END-TO-END ENTERPRISE CONTROL

Organizations hope against hope that they will find straightforward solutions to deploying PCs to their users, with minimum impact on the core business, and above all at a sustainable cost. And as PC hardware costs fall, many organizations expect their Total Cost of Deployment to drop as well.

This can only be achieved if deployments are made easier, with greater automation, and reduced risk. The benefits of finding such a solution are not only a lower cost of deploying to desk, but also significant reductions in post-deployment costs, such as Helpdesks and Deskside Support.

Fenestra delivers just such benefits by enabling strongly controlled deployments. This applies not only in hardware-related areas such as PC build, but also throughout the end-to-end Enterprise Process. Fenestra makes sure all business and user requirements are captured, and incorporated into a detailed planning and scheduling process, culminating in a seamless deployment of the new system, with a high level of user satisfaction.

Over a hundred man-years of consultancy experience of PC deployments, their pitfalls and challenges, have gone into the creation of Fenestra, making it a complete, 'built-for-purpose' toolset.

A Managed Deployment addresses business needs, risks and issues, based on having the correct information available at the right time. Fenestra comprises a Central Fenestra Database (CFDB) and Fenestra modules, designed to manage all aspects of the end-to-end deployment process.

THE END TO END DEPLOYMENT PROCESS

The ultimate aim for a deployment is to provide the correct environment to each and every user, so they receive the ideal PC configuration and set of applications. The first step in the deployment process is to determine exactly what applications a user needs, using two components of Fenestra:



KEY FEATURES

- Full end to end Deployment Management Toolset
- PM Dashboard with Red/Amber/Green
- User Interaction Portal
- Automated Communications
- Key Project Tollgate/Milestone Tracking
- Engineering Interface
- Asset Tracking
- Integrated to other Industry standard Deployment Tools
- Template based Site Planning

Installation and Setup

- No Installation Necessary
- All User and Admin access through standard Internet Browsers
- Secure architecture with Industry Standards (SSL)
- Role based security for Admin and User Access
- SQL Engine Central Database
- Zero Agent footprint
- Proven scalability – Central Server will scale to required number of Users

Client Access Support

- Internet Explorer 6 and above
- Firefox 2 and above
- Safari 3 and above
- Easy to use GUI management

Management

- Easy to use, intuitive User and Admin Interface
- Modular approach to Fenestra Licensing for maximum flexibility
- Low Cost Central Server Hosting service
- Management Reports
- Integration to Industry Standard SQL Reporting Tools

Extensibility

- Simple to extend and customize with support for various scripting languages
- Full integration to SMTP Mail clients for automated Comms

FENESTRA

DESKTOP VIRTUALIZATION MANAGEMENT TOOLSET

Audit Module

All existing customer data concerning current user PC and application data (using information supplied from environments such as SMS, BDD, spreadsheets or i▶Safe PC Audit) are uploaded into the system where they can be examined and analyzed.

User Module

Fenestra allows each user to log in and see what is known about their current PC environment, what is proposed for their new PC, and to select PC type and additional applications, which are then submitted to an approval process.

Fenestra approaches each set of user input data separately, producing a single consolidated PC and application requirements set for the individual concerned. The PC Definition phase enables Application Packaging for all required applications, so that suitable PCs can be ordered to match. Fenestra contains detailed information about the PC type and applications which are to be provided to each user, for reference.

COMPONENTS

CORE/PM MODULE

The heart of Fenestra is the Core/PM Module. This is the Control, Setup and Tracking system for all project Tollgates, and Milestones. Once your project has been defined in the Fenestra Admin screens, you can see at a glance the Dashboard showing the Red/Amber/Green Status of each Tollgate or Milestone, knowing that key events have already triggered an automated action (such as email, or Text Message) to alert the right people.

The Central Fenestra Database (CFDB) holds all the data and information required for a successful Managed Deployment, gathered from Current PC and Organization audit data. It includes detailed User information, User schedules, deployment configuration data, deployment status, together with detailed data and Management Reporting.

The CFB is an enterprise Database based SQL technology, and can scale upwards from a single site deployment to multi-country, multi -organization and multi-site deployments.

Audit Module

The Fenestra suite contains its own audit module. This utility gathers details of machine specification, installed applications, and level of use, from all nominated PC's in the existing installed User base, This data is then fed into the CFB to be used as selection criteria in determining User PC and Application requirements. Fenestra will even translate the existing application information gathered by the audit tool into the current version names of applications, ready for the new PC deployments.



GlassHouse Technologies is a global provider of data center infrastructure consulting services. In a rapidly changing data center environment, GlassHouse partners with customers to define a strategy, execute that plan and operate their environment. Our constant focus is on cost efficiency, risk mitigation and service improvement. [This is provided through Transom, our unique business model comprised of proprietary software tools, methodologies and domain expertise.]

We help deliver on the promise of agility and usage-based spending in the next generation infrastructure paradigm. This journey is significant and requires an experienced and pragmatic guide to help you achieve your goals. Our experience is based on thousands of projects in addition to ongoing daily operations of customer environments.

Visit the GlassHouse blog for expert commentary on key data center issues facing today's enterprises and follow us on twitter at #GlassHouse_Tech.

FENESTRA

DESKTOP VIRTUALIZATION MANAGEMENT TOOLSET

Fenestra also fully supports the integration of data from other software audit tools.

Scheduling Module

One of the biggest challenges in any deployment is User Scheduling. There are many factors defining when a given user can be deployed, including:

- Site Migration dates
- Number of chosen Deployments per day (site capacity)
- PC types to be deployed
- Volume of User data to be migrated
- Business constraints (e.g. avoiding finance users at month ends)
- Inter-departmental dependencies

Fenestra provides the functionality for users to select their preferred deployment dates, based upon business constraints. It works very much like an airline booking system, whereby available dates are presented to each user, and they are then able to choose their preferred date. This method not only gives the user great flexibility, but also minimizes the need to reschedule users at a later date.

Administration screens allow the deployment admin team to apply and change business constraints as they progress.

Template Loading

Organizations hold user data in many formats and locations, ranging from HR data to user names, locations, email addresses, managers names and contact phone numbers. Fenestra provides a simple upload mechanism, so key data can be imported directly from Excel spreadsheets into the Fenestra

Templates can also be used to populate other centrally supplied information fields, such as Organization approved applications and preferred user deployment dates (as an alternative, or precursor to the User Scheduling module).

Fenestra standard templates are provided, which can be customized to the specific requirements of any given deployment, for maximum flexibility

User Module

Successful deployments rely on accurate user information, user 'buy-in', and above all, user satisfaction. A central focus of Fenestra is to give the user the best possible interactive experience, incorporating all three principles.

Each user receives an email inviting them into Fenestra. On secure login they are presented with details of their current environment (captured during the audit and template load). They then select their preference for a new PC from a predetermined list, configurable through the admin screens.



FENESTRA

DESKTOP VIRTUALIZATION MANAGEMENT TOOLSET

Users are then shown the applications recommended for them on the new machine (typically a combination of new versions or alternatives to their current, or any other pre-selected applications). They can also select or deselect additional applications. Finally the user can choose their deployment date from a calendar of available dates. Their completed selections are then sent to an 'Approver' Administrator or Manager.

Once the selections are approved, users can login at any time to view and reconfirm their options and deployment schedule, so they know exactly what to expect, minimizing the potential for user disappointment at Deployment time.

All the user screens are configurable via the Fenestra admin system so the environment can be tailored to modify the degree of user freedom or control.

Core/PM Module

Every deployment has a number of crucial dependencies, together with dates upon which they need to occur. Tracking these 'Tollgates' is essential for success. Typical Major Tollgates are:-

- Overall Schedule
- Site Readiness (Infrastructure and Organization)
- User Details and User Machine and Application Selections
- User Communications
- PC Factory Orders and Deliveries

Within each of the Major Tollgates there are potentially hundreds of Minor Tollgates, all of which need to be managed and reported against. Fenestra provides the framework to achieve this, and feed its output naturally into existing Project Management methodologies, such as Prince 2 and ITIL.

User Migrations

When migrating a User from an old to a new PC, User Data and Profile information need to be gathered and transferred securely. Using technologies such as USMT, Fenestra is able to identify and capture all the required User information and store it centrally in encrypted form, so that once the new PC is deployed, the User Profile and Data can be restored into the new environment. This method has several benefits:-

- Data can be collected over a period of time through Incremental Backups, so that at actual migration time the delta of data to be transferred will be minimal.
- As data is stored in a secure Backup Data Store, any recovery of files post migration can be easily achieved.
- When migrating data, not all the 'old' PC data may be required, and migration is a perfect opportunity to clean up unwanted files. Fenestra can capture and store all old data. Only pre determined files are then restored onto the new PC, with old files still available for later restore if needed.
- Fenestra can also perform User Data migration from File Servers, such as a user's Home Share, or all data associated with Folder redirections.



FENESTRA

DESKTOP VIRTUALIZATION MANAGEMENT TOOLSET

Comms Module

An essential factor in managing User expectations and satisfaction levels is effective communication. During a typical deployment, a user will need several 'touchpoints' to keep them informed and fully prepared for their deployment and migration.

Early communications tend to be more general, but become more personal and targeted as the deployment date approaches. On average each user may require 6-8 separate communications. When this is multiplied by the number of users to be deployed, the volume of communications can become very significant.

Fenestra is able to match User Communications to deployment Tollgates and automate the sending of these numerous communications. The Fenestra framework is also flexible enough to enable full branding of communications to suit a client's needs.

Reporting

Throughout any deployment, high quality reporting is essential for success. Fenestra employs a hierarchical approach to reporting, so that the correct level of summary and detail can be provided to the right people at all times. The following reports provided by Fenestra can be tailored to suit specific requirements:-

- Daily Highlight Reporting (No of PC's Deployed against schedule, PC's deployed outside schedule, PC's not deployed with reason codes), and a summary line for SMS texting.
- Weekly Detail and Exceptions Reporting (All PC's deployed and failed to deploy, and drilled down to User level through pivot tables)
- Monthly deployment reports (each month, and accumulative)

Deployment Data Export

Once deployments are complete, the ongoing management of new PCs becomes a Business As Usual (BAU) process. In order for this transition to be seamless, Fenestra will provide full and accurate data exports to feed exiting client BAU PC and Asset Management systems, such as SMS, BDD and Asset/Configuration Management Databases. These data exports can be tailored to meet almost any requirement.

Rapid Deployment Module

At the heart of any deployment project lies the physical deployment process itself.

Fenestra supports many different deployment toolsets, principally i▶deploy and BDD. Both of these interface directly into Fenestra so that all the information and data within the Fenestra is fed out to each deployment server, thus automating the deployments at each location.

