



## “It Just Works” – Benjamin Nawrath (Head of IT)

### Background

Energie Südbayern GmbH have their headquarters in Munich, Germany, and originally were founded as a regional gas supplier. Today they have a wide variety of products and provide services for both enterprise and consumer customers. Supplying over 160,000 private households and 14,000 businesses they promote efficient and environmentally friendly energy use, providing renewable energy supplies such as geothermal energy and biogas.

### The Problem

We are using Citrix User Profile Manager (UPM) with enabled profile streaming to manage and roam user data in a Citrix XenDesktop environment. We use Citrix Provisioning Server to provide our users with Windows 10 desktops. We have been facing issues in our environment which were having a negative effect on the user experience and leading to an increased number of helpdesk calls;

- logon times and profile loading times were excessive
- Internet Explorer was crashing unexpectedly
- Some users had in excess of 50,000 cookies in their profile
- Multiple times users reported incomplete browsing history

Although Citrix alone does a good job of capturing the web data for our users it was unable to help with the sheer size and number of files being captured. After months trying to solve the issues reading a blog on the Internet pointed us to Avanite's website and their WebCache Manager product.

### The Solution

We found WebCache Manager very intuitive and quick to install. On first run we immediately began to see positive results and happy murmurings amongst our user base. The sizes of our profiles began to shrink dramatically and then remain small rather than constantly growing over time. We were particularly impressed by the configuration options available in the software ensuring that we can truly tune it to keep only the required data for each user, and deleting all else.

The key results to us from implementing WebCache Manager were

- 30% quicker user logon / logoff times
- Profile sizes reduced by over 50%
- Number of cookies reduced from 50,000 to 1,000
- Reclaimed 100GB of SAN storage
- Number of support calls concerning profile and IE issues reduced by 70%

We also noted a significant improvement in the performance of our storage solution which improved general user experience on our VDIs. We found that processing such a large number of small cookie files was “expensive” to our storage solution with a massive hit on its I/O capabilities.

We truly believe that for such a small investment, both financially and time-wise, we have gained so much in return. Our decision to purchase was based on a great balance of functionality and price for a product that needs very little technical support – it just works. In short Avanite WebCache Manager is a breath of fresh air and as a company they were a pleasure to work with; their knowledge in this area is unparalleled. We were particularly impressed with how they were truly interested in our problems and helping us to solve them.