

"Avanite are actively tackling the problem" – Gwyn Williams, ICT

Gwynedd Council provides public services to the 122,000 residents of the old counties of Caernarfonshire and Merionethshire along with full IT services for North & Mid Wales Trunk Road Agency (a part of the Welsh Government) and GwE (School Effectiveness and Improvement Service for North Wales).



Gwynedd Council is the largest employer in North West Wales with nearly 4,000 employees in key areas such as Education, Highways, Economic Development, Social Services and Welfare and Planning.

The Problem

Gwyn Williams of Gwynedd City Council explains; *"The size of user profiles can be the bane of any Citrix administrator's life and it also has an adverse effect on user experience, storage, and network requirements. We implemented AppSense (Ivanti) Environment Manager together with a mandatory Windows profile and were pleased to see the average profile size of 0.5MB per user within the AppSense Personalization database."*

Gwynedd City Council then extended their Environment Manager configuration to manage Internet Explorer 11 settings and they rapidly saw the average user profile size grow to 12MB per user. Not only was this having an adverse effect to our Personalization Server database size, but their users were also reporting an increased logon time. They found that by deleting their user's Internet Explorer Windows Settings Group data their logon times were restored, however users started to report about having an inconsistent browsing experience, due to their browsing history and internet cookies being deleted.

They went on to explore possible solutions with Microsoft and AppSense but neither had anything on their respective roadmaps to address their issues.

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The Solution

"Researching the problem, we came across Avanite Limited and their WebData Control software. From the outset I was impressed with their knowledge, not only in this specific area but with their broad knowledge of the user profile management workspace", says Gwyn Williams of Gwynedd City Council.

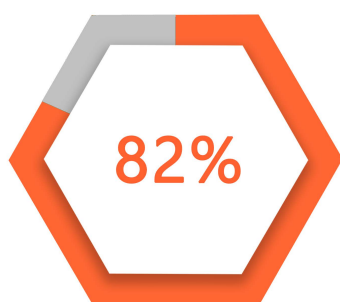
Gwyn Williams continued, *"the first thing that struck me about WebData Control was how easy it was to implement. We added WebData Control into our Citrix Gold image and configured the product using Active Directory Group policy. Avanite worked with us to configure the product to our specification and we immediately began to see the benefits. Even with the minimal data on our test environment and zero web browsing our users saw a reduction in their webcache database file size".*

"Being able to granularly configure WebData Control made it an appealing product. We have seen improvements by implementing the recommended configuration, but we will be looking to take advantage of the whitelist and blacklist functionality for greater control in the near future."

The Results

Avanite WebData Control has now been deployed within Gwynedd City Council's Citrix environment and is being used daily by 1300 users.

The results below show the improvement seen across their average user profile size, their logon duration and their reduction in the number of cookies. The key point to note is that these figures are now stable whereas prior to implementing WebData Control they were steadily increasing and their user experience was degrading over time.



User Profile
Size



Reduced Logon
Times



Reduction in amount
of Cookies

Gwyn Williams concluded *"the results together with the positive feedback from our users was enough for Gwynedd City Council to purchase the software but hearing about the other benefits made it a no-brainer. Internet Explorer is currently our browser of choice however we know that it is being replaced by Microsoft Edge soon. At some stage, we will explore the alternative browsers, but for now it is good to know that WebData Control supports all the common Windows browsers".*