

Nominee: Liquidware Labs

Nomination title: ProfileUnity – dramatically improving user profile performance in virtual desktop environments

Since winning this category last year, Liquidware Labs has continued to deliver innovative solutions to enhance VDI performance for users. ProfileUnity is our User Environment Management solution and includes a technology we call ProfileDisk. ProfileDisk dramatically improves user profile performance in virtual desktop environments, such as VMware Horizon View and Citrix XenDesktop. ProfileUnity with ProfileDisk technology revolutionises profile management with the fastest, easiest and most comprehensive user profile management available. ProfileUnity is the ONLY User Environment Management solution to couple two profile capture methods to solve every common challenge with Windows profiles today.

ProfileUnity and ProfileDisk technology leverages existing Windows and storage infrastructure for the fastest integration into an environment with no hidden “gotchas” or costs. A single downloadable file is downloaded from the web, a ProfileUnity Management Console is installed on any Windows Server and a quick Guided Configuration takes all of the guesswork out of setting up an initial proof of concept. ProfileDisk features are then implemented by pointing to existing storage and downloading the configuration files with the click of a mouse.

Users login and a ProfileDisk, based on VHD or VMDK, is provisioned automatically and seamlessly. The new ProfileDisk becomes the profile container that can handle very large profiles, including Microsoft Office 365 cached files and other very large profiles with ease. User logon is virtually not impacted at all with the user’s ProfileDisk being mounted in subsequent sessions in about 2 seconds at logon. This is extraordinarily fast!

ProfileUnity’s ProfileDisk is both easy to use and easy to manage. Desktop users require zero training as the profile is exactly the same, only much faster to load. Administrators also have a very easy task when implementing the solution as outlined above. There is virtually no on-going management of the ProfileDisks. ProfileUnity’s Profile Portability features easily augments the solution to capture additional portions of the profile, which are also easy to manage.

An example of customer satisfaction is this quote:

“Some of our users were experiencing slower than acceptable login times due to legacy roaming profiles, plus remote working systems were not able to scale and were no longer offering users the experience they required. On both physical and virtual desktops, ProfileUnity has enabled

substantially quicker time from login to initial application use, more stability and an identical end user experience whether they are working from one of our offices or remotely,” commented Richard Harvey, IT Director at Harper Macleod. “Liquidware Labs has helped us to achieve a number of our key goals laid down for our Fee Earner desktop project, such as quicker remote working, true hot-desking and seamless user experience across all devices.”

While User Environment Management vendors manage profiles, no other UEM vendor utilises a similar technology to overcome all challenges associated with Windows Profiles.

ProfileDisk fills a market gap by providing the following key benefits like no other solution on the market today, solving the following challenges:

- Windows and Microsoft Outlook/Office 365 Indexing and Search – Windows Indexing is usually off in VDI environments because it negatively impacts user performance. ProfileDisk enables indexing and search to remain on with its high performance capabilities that impact the user session.

- Office 365 Cached Mode – Office 365 requires caching within the user’s profile. ProfileDisk seamlessly enables Office 365 functionality in virtual desktop environments.

- Large Profiles – Often user profiles may need to remain large because of applications, such as Office 365, Skype for Business, and Lotus Notes, that may write to profile files. ProfileDisk handles these applications with ease.

- Profile Compatibility and Inclusions – ProfileDisk works with ProfileUnity’s Portability to ensure profiles can go cross OS platform and area of the OS can be captured as if it were in the core Windows profile area.

The true power of ProfileDisk is realised when it is coupled with the power of Profile Portability. These two technologies work in tandem to give customers the best of both worlds – a lightning fast profile with the ability to granularly manage the profile when needed, as well as options to roam across Windows OS versions. ProfileUnity’s ProfileDisk instantly layers in a profile at user logon then just a few very lightweight Portability actions augment the profile with non-conforming profile data. It’s a win-win because the user is happy that their logon was so fast and they have all of the profile app data they need to be productive. ProfileUnity’s full portability rules

further enable simultaneous logons and cross OS compatibility (with instant migrations). ProfileUnity's ProfileDisk and portability features reduce logon times, solve all problems when managing Windows profiles in a virtual environment, provide seamless migrations to later OS version, and help increase user adoption of VDI.

In summary, this quote from a well-known sys admin, Trevor Pott of The Register fame, sums up why Liquidware Labs' solutions are a winner for many companies:

"Liquidware Labs has become an indispensable vendor for managing the endpoint nightmare. When you're a sysadmin whose hair is on fire and you're being pulled in 50 different directions simultaneously, Liquidware Lab's software suite feels like a godsend. It can solve a whole lot of really niggly problems with VDI, physical desktops and remote access to files. It can also help diagnose where things have gone wrong, as they inevitably will," commented Trevor Pott, founder, eGeek Consulting Ltd. "Running a Windows-based end user environment without Liquidware Labs is like choosing to grow, clean, prepare and cook all the food for your family yourself. You can do that if you want, but it's going to take so much of your time that you don't accomplish much of anything else. At the end of the day, there are just better uses for trained IT personnel than constantly turning Windows desktops to face the sun."

Why nominee should win

- Liquidware Labs is totally focused on delivering desktop transformation solutions that make both enterprise users and IT admins more productive - across ALL virtualisation platforms, including Microsoft Windows physical desktops
- In 2016, we have partnered with eco-system partners, such as NetApp and Nutanix, to deliver solutions to common VDI challenges, such as storage and desktop workspace delivery
- The old adage of "you get what you pay for" – meaning if you don't pay a lot, you don't get much - isn't true in our case. Liquidware Labs' solutions are extremely competitively priced for very in-depth, comprehensive technology solutions