

## Client Management

### DX-UNION CONTROLS CITRIX XENAPP INSTALLATION

The “Workplace Management” competence centre within the “Systems Technology” business unit at ZRWest – GmbH takes care of around 8,000 workplaces at the main administration centres in Düsseldorf and Münster, at the service centres spread around the state as well as at the information and advice centres and the affiliated rehabilitation clinics throughout Germany. A large proportion of the users access central applications via a terminal server farm which is made up of 150 Citrix XenApp servers (formerly Citrix Presentation Servers).

The Carrying out of even just the basic installation of a terminal server manually is very time-consuming. The IT administrator has to install and configure the operating system as well as Citrix XenApp 5.0 together with virus scanners and patches. The hardware monitoring has to be set up and then the network teaming (consolidating several physical network cards to form one logical group) has to be carried out.

ZRWest – GmbH therefore decided to carry out the basic setup of the terminal servers automatically in future by using the client and server management solution DX-Union from MATERNA.

## Implementation

The German Pension Insurance for Rhineland and Westphalia had already been using DX-Union for many years to distribute software automatically to all PC workplaces. The specialists at ZRWest already had the appropriate packaging knowledge so it made sense to use the DX-Union mechanisms for installing terminal server landscapes too, because DX-Union can automate the basic installation as well as the installation of applications on Citrix XenApp. The terminal server is then just treated like another DX-Union client to which software or a group of software packages is allocated. DX-Union also makes it possible to install the Citrix Terminal Servers automatically at all the German Pension Insurance Rhineland and Westphalia locations.

The installation of the terminal servers is controlled via DX-Union. Settings such as farm membership, zones, database connections, licence servers, domains and networks flow into the installation as appropriate. Parallel to that MATERNA reworked the existing configuration of the Windows 2003 servers and Citrix XenApp.

One of the special challenges during installation in a terminal server landscape is the creation of software packages which can automatically install applications (such as standard and specialist applications) on a terminal server as well as on a notebook and a full scale PC. ZRWest created generic software packages for this. They have to run on the server hardware and

the server operating system as well as on the PC hardware and the client operating system.

The generic software package has to recognise the operating system and load the appropriate configuration for the system that has been recognised. If it is a terminal server then the “install” or “execute” mode has to be activated. Just like with the basic software, it must be possible to install the generic software package at every one of the German Pension Insurance Rhineland and Westphalia’s locations.

One special aspect at ZRWest is that the generic software packages are platform independent – a function which, of all the solutions available on the market, is only offered by DX-Union.

#### ADVANTAGES

- Simple Citrix terminal server installation
- Synergy effects with standardised installation mechanisms
- Standardisation of user software
- Location and platform independence
- The flexibility of the system
- High stability of the terminal server systems

The IT managers at ZRWest were able to considerably optimise the distribution of the regularly occurring software updates by using DX-Union. In addition to that various installation and configuration settings in the different installation systems and locations could also be standardised. By concentrating on DX-Union it is no longer necessary to maintain the software solutions and their software packages which were previously used for these tasks. The administrators gain time and can therefore concentrate more on other tasks and new projects.

This now means that the complete software management at ZRWest is carried out using the mechanisms from DX-Union. The location in Münster is now fully connected and other locations will follow soon. ■

#### CUSTOMER PROFILE

The IT departments at the German Pension Insurance Westphalia and the German Pension Insurance Rhineland were merged to form a limited company "Central Data Centre West - GmbH". Around 300 IT and administration staff work at ZRWest - GmbH. ZRWest operates as a service provider for the two pension insurance funds providing the hardware and the programs that are needed. Their main tasks include setting up and optimising IT structures, working out IT strategies, carrying out IT tasks and working on the cooperation between the two pension insurance funds, in particular by providing IT services, procuring hardware and software, training IT personnel and covering quality assurance and service.

