



VMware ACE Facilitates and Streamlines Remote Working at Siemens Industrial Turbomachinery

VMware ACE Solves The Complexity of Supporting Mobile Workers

Results

- Reduced costs, including hardware, administration and maintenance costs
- Greater reliability and business continuity with new backup function
- Facilitates work for remote staff; those working in the field no longer need multiple devices
- Better, faster service to customers
- 150 happy users of VMware ACE, with plans to expand further

IT Support for Mobile Workers

Siemens Industrial Turbomachinery AB (SIT AB) is one of the largest manufacturing companies in Sweden, turning over SEK 4.5 billion annually and employing more than 2,000 people. The company's operations include the development, design, production and sale of gas and steam turbines, complete nuclear power plants and associated services.

SIT has a high proportion of mobile workers who spend long periods out of the office, travelling and conducting on-site turbine services. These staff members require multiple applications to run on a single device. For example, measuring applications are used for checking and maintaining the turbines, and office software is needed for administrative tasks, such as reporting and scheduling. The challenge facing SIT's IT department is that these applications require different operating systems.

To allow different types of software to run simultaneously on the same computer, the company previously partitioned its hard disks, using one partition for the office and one for out in the field. This solution demanded a lot of administration and was expensive to maintain. The issue came to a head when SIT changed its standard client which did not support twin partitioning.

SIT's IT department began to look for a solution that would meet the following objectives:

- Enable multiple operating systems to run on a single device
- Support different operating system types
- Allow mobile workers to operate both in the field and in the office
- Offer simple management and deployment

VMware ACE Solves SIT's Challenges

When VMware® ACE was introduced in January 2005, the timing was perfect for SIT. Having used VMware Workstation, the IT team knew that VMware software allows multiple operating systems to run on a single platform. However, with VMware ACE, SIT found the security functionality that it required to ensure that data accessed and stored on remote devices would remain locked down. The IT department then scoped a package for each individual with different authorization levels and applications tailored to users' requirements.

"VMware ACE has greatly simplified our IT environments, resulting in less hassle and administration for Siemens IT staff and users," explains Ola Edqvist, service desk operator for SIT. "With ACE, the system set-up is also more secure than before because the virtual machine has a

"VMware ACE is a solution that is easy to implement and quick to supply to new users because we can create templates with the company's frameworks and settings. For us, this has meant less hassle and administration, greatly reducing our costs. ACE also means improved security for both our users and our networks, and this is important in order to allow us to protect information and ensure continuity in our business,"

Håkan Sandström, Server Manager, Data Central, Siemens Industrial Turbomachinery



VMware ACE at Work

- VMware ACE Manager
- 170 VMware ACE user licenses
- Hardware from Fujitsu-Siemens and Panasonic
- Windows XP and Windows 2000 operating systems

backup function. If the system crashes for any reason, the user can opt to reset the machine to its initial settings."

VMware ACE Provides Flexibility and Ease of Use

SIT has begun rolling out VMware ACE to its users and is already seeing the following benefits:

- **Reduced complexity and hardware savings.** Because turbines have extremely long-service lives, they will often run different versions of control systems. Prior to implementing VMware ACE, SIT mobile workers would often have to take more than one laptop when they were working off-site, which was both inconvenient and complex. With VMware ACE, people working in the field only need one laptop containing multiple virtual machines.
- **Improved standard working methods.** VMware ACE has given SIT the ability to roll out its new company standard client quickly and safely with no risk of operating system or application conflict.
- **Additional flexibility.** By creating VMware ACE clients, employees can work more flexibly by using their own laptops or desktops at home or on the road. SIT IT staff do not need to worry about having control over the device because the company's applications are kept in a secure environment.

"VMware ACE is a solution that is easy to implement and quick to supply to new users because we can create templates with the company's frameworks and settings," says Håkan Sandström, server manager, data central for SIT. "For us, this has meant less hassle and administration, greatly reducing our costs. VMware ACE also offers improved security for both our users and our

networks, and this is important because it allows us to protect information and ensure continuity in our business."

About VMware ACE

VMware ACE is a corporate solution for desktop management, offering secure, standardized PC environments for entire organizations. ACE is easy to install on any x86-based PC and improves handling, security and cost-effectiveness of running multiple, secured PC environments on a single physical PC. This is achieved by allowing IT managers to apply their corporate IT frameworks quickly and easily on a virtual machine running operating systems, business applications and data. This creates an isolated, secure PC environment known as an "assured computing environment". This assured PC environment is self-policing, protects corporate information and permits secure access to corporate networks.

www.vmware.com

VMware, Inc. 3145 Porter Drive, Palo Alto, CA 94304 USA
Tel 650-475-5000 Fax 650-475-5001