



VMware Horizon Mirage enables Comverse to protect and manage remote users

Haim Ziv, IT CTO, Comverse: “Since many of the company’s global workers use laptops, we needed to find a way to protect the data found on those devices. We wanted to find a solution that would quickly provide complete protection for all the data stored on laptops, and with optimal compatibility. The required solution also had to provide data backup and DR restoration capabilities, make full use of the computer’s resources when idle, and free resources for other system activities as needed. VMware’s solution met all our needs.”

Comverse is a leading provider of software and systems for business billing and active customer management, mobile Internet, and managed services. Comverse’s extensive customer base spans more than 125 countries and 450 communication service providers, serving more than two billion subscribers. Comverse provides versatile solutions for operators with subscriber bases of all sizes, and holds an IT department in charge of implementing new products and providing services to Comverse’s employees working in 90 different local offices, in over 40 different countries.

The challenge

Comverse were not satisfied with the efficacy of existing backup solutions which didn’t target all user data, required significant storage and often left users unproductive for long periods of time. Haim Ziv: “In the past we implemented some backup software, that in reality only protected 10% of the data held on laptops. This software was very expensive, yet very slow, and required an entire day of downtime for each run, thus was very time-consuming, and the results were not always satisfactory. We felt that our data was at risk, and thus searched for another, faster and more efficient, solution, that would offer us full data backup and restore capabilities. We wanted the new solution to be user-friendly, would not overload the computer and its performance, would make full

use of the computer’s resources when idle, and would know to free resources in favor of other system activities, as needed. When faced with these challenges and requirements, Comverse decided to implement VMware Horizon Mirage as, unlike any other solution, it addressed all of the organisation’s needs.”

The solution

Comverse deployed Horizon Mirage’s lightweight client to every laptop user in the organization to ensure all user data was backed up ready for simple restoration to any device. Haim Ziv: “It saves us valuable resources both time and money-wise. In case of a failure or if a device is stolen, the employees can retrieve their data and applications onto another computer within just a few hours. And that makes our enterprise customers extremely happy.

The client

Comverse Ltd

Website

<http://www.comverse.com>

Industry

Technology

Location

Global

Main challenges

- The need to back up data found on enterprise laptops quickly and efficiently
- Taking the pressure off the very busy IT department
- Restoring data from one laptop to another, with no compatibility issues

The solution

Centralized management and hardware agnostic disaster recovery for 100% of laptops and desktops at Comverse.

Business advantages

- Ensure continuity for all desktop and laptop users, even during hardware failure.
- Empowered end-users can now use the self-service capabilities of Horizon Mirage to maintain productivity.
- Reducing cost and complexity of supporting end-users enables IT to now focus on strategic initiatives.

VMWARE CASE STUDY

“One of the main advantages of the Horizon Mirage solution is the Self Service tool, which eliminates the need to contact the enterprise support. This advantage, among others, makes an optimal solution for us.”

Haim Ziv, IT CTO, Comverse

VMWARE FOOTPRINT

- VMware Horizon Mirage
- VMware vCenter

“Now we can restore all the data from one laptop to another, with no compatibility issues whatsoever, and within the shortest amount of time compared to any other solution we considered.”

Haim Ziv, IT CTO, Comverse

Moreover, in case a client accidentally deletes data, they can easily restore the information themselves, very quickly, without having to bother the enterprise support services. Using the Self-service tool enables each client to resume full activity quickly, with minimum interruption. If a device is stolen, the solution allows the client to work on their basic files using a replacement computer, while full data restoration is taking place in the background. The computer has all the shortcuts to the user's files, and if a certain file is required by the user but is still unavailable on the workstation, it gets prioritized and downloaded to the workstation first, to minimize the interruption to the user and their workflow.” Ziv further explains that: “In addition, the solution's built-in migration capabilities greatly contribute to improving the service which we provide to remote users.”

The result

After deploying Horizon Mirage, Comverse quickly realised value. Haim Ziv: “Since installing the solution, we have already restored over 50 workstations, which constitutes over 50 satisfied customers whose computers have been stolen or lost, and received all their data back within a few hours. The customers received their desktops back, with all the critical applications and data, so they were able to instantly resume activity, to their complete satisfaction.” Comverse soon realised the self-service features of Horizon Mirage would empower users to fix their own issues and not rely on IT support. “One of the key benefits of the Horizon Mirage solution is the Self Service tool, which eliminates the need to be assisted by the enterprise

support services. With a few clicks, the user is able to restore files on their own. The solution saves the company valuable time and costs.

Moreover, now we can restore any computer to an identical or different hardware, as the user desires, with all the required data and applications.

The combination of these two advantages make an optimal solution for us.”

The road ahead

Comverse today are extremely satisfied with the value gained for supporting remote users for backup and restore use cases. Users will continue to be empowered to fix their own issues relating to accidental data loss and IT can ensure continuity of users when the worst happens. Haim Ziv concludes: “Horizon Mirage is an optimal solution for Comverse. We are also investigating the use of Horizon Mirage for the planned migration of enterprise computers from Windows XP to Windows 7.”

