

# **Case Studies Track: Application Virtualization**

**Dorian Monroe, Sr. Technical  
Specialist, US Foodservice**

**September 24, 2007**

# US Foodservice

- A leader in the food service industry
- 27,000 employees
- Three IT centers:
  - Phoenix, AZ
  - Skokie, IL
  - Greenville, SC
- 14,500 PCs running Windows 2000 & XP

# Business Challenge

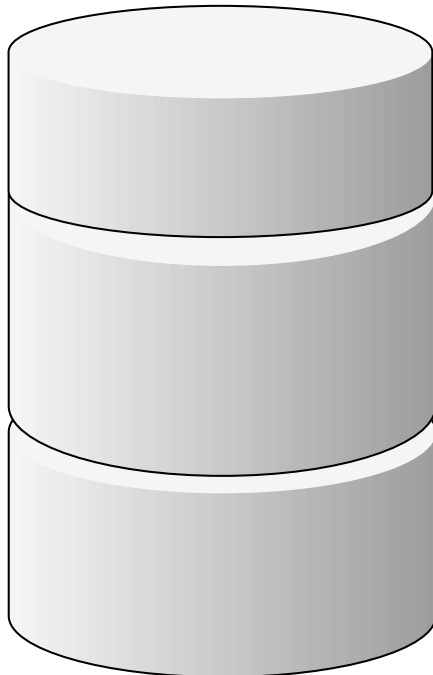
- Application conflicts – developers use different versions of Java
- PC reimaging is expensive and time consuming - corporate mandate prohibits deleting any data from PC hard drives
- Time and cost of Windows OS upgrades

# The Solution

- Altiris Software Virtualization Solution (SVS) – applications made easy
  - Instantly activate, deactivate and reset applications
  - Eliminate conflicts between applications
  - Centralized management
- Altiris SVS + Altiris Recovery Solution
- Back up virtualized system and user files to a hidden partition
- Restore:
  - Entire system
  - Individual files
  - Roll back to a known good state

# The Solution

The New, Virtualized US Foodservice Disk Image



[D:] Virtualized user profiles and applications

[C:] OS (Read-Only)

[Hidden] Recovery Partition

# Pros and Cons

## Pros

- Simple OS and application restoration
- Replace OS / Maintain user data and applications
- Streamlined application support

## Cons

- Disk space requirements
- Additional, initial configuration complexity
- Additional training

# Business value of application virtualization

- Eliminate applications conflicts
- Reimage PCs while maintaining original applications and data
- Future proof applications for Windows Vista
- Projected cost savings
  - Reduce reimaging costs by \$1 million per year
  - Reduce support costs by 40 percent