

MIAMI MARLINS' IT TEAM GIVES PRODUCTIVITY A BOOST WITH RES

OVERVIEW

The Miami Marlins organization is a Major League Baseball franchise based in Miami Florida. In 2012, the Marlins moved into their new home at Marlins Park, which provided an opportunity for the Marlins IT group to make some key changes to their desktop infrastructure.

In order to deliver uninterrupted access of information to their workforce, the Marlins IT group turned to VDI with a focus on the user experience before, during and after the move to the new ballpark.

SITUATION

IT had to build out a new infrastructure to support the organization at the new location. The Marlins wanted flexible and easy access for their workforce, and at the same time, they needed to centralize and streamline the management of the workspace.

Given what IT wanted to accomplish, they turned to Citrix XenDesktop for a VDI solution, which provided the best way for workers to move quickly and efficiently to the new park. Yet as they added users, apps and services, IT began to experience performance issues managing the workspace, which inevitably led to long login times. The IT team received reports of a less-than-desirable experience with long login times, some staff reporting it took over seven minutes or longer to log in and access the apps and services they needed to do their jobs.

“With RES, we are able to centrally manage a single golden image yet personalize the desktop. So IT is able to manage our enterprise environment more easily, yet users get a more personalized workspace with the right access levels.”

—David Enriquez,
Sr. Director, IT, Miami Marlins, L.P.

Probing the issue further, the IT team realized a lot of inefficiencies on the backend. They were having to create a special use case from one app to another and inevitably build more complex and heavier environments for individual users as problems surfaced. The IT service desk was building multiple profiles more often. Overall, the workload was inefficient, making any level of personalization difficult and login times lengthy.

SOLUTION

Because the Marlins IT team saw the advantage of VDI, they wanted to upgrade their Citrix environment so login times could be reduced and personalization could improve the overall user experience. They were also looking to reduce the burden of the IT team centrally managing workspace settings to reduce service desk tickets. With these problems to solve, the team turned to Choice Solutions, a trusted partner who introduced them to RES. RES ONE Workspace helps IT create, automate and secure the digital workspace to drive productivity and decrease the cost of IT. With RES ONE Workspace, the Marlins IT team enhanced workspace management across their virtual desktops and also plan to extend Workspace to their physical desktops to unify the management of the digital workspace experience for all staff, including those in the field and those who need specific access privileges.



Benefits of RES ONE Workspace for Miami Marlins:

- Improved speed and performance for virtual environments
- Better management and scalable personalization of virtual images and user settings
- Increased overall quality of IT service delivered to the business
- Reduced login time by over 30%
- Allowed IT to be in a position to support BYOD and other strategic initiatives

“RES gives us the ability to be more dynamic. We can improve how we support our users. Printer mapping, changing signatures and overall administration is so much easier. No one needs to log off for needed changes to be put in place.”

— Alexis Farres,
Network Services Manager, Miami Marlins, L.P.

“With RES, we are able to centrally manage a single golden image yet personalize the desktop. So IT is able to manage our enterprise environment more easily, yet users get a more personalized workspace with the right access levels.” — David Enriquez, Sr. Director, IT, Miami Marlins, L.P.

With RES, IT is able to personalize settings and have those settings move as the Marlins move, regardless of when or where they log in from. The Marlins organization transformed their traditional desktop into a centralized and secure user workspace based on user context, providing a personalized experience for each user without scripting. Implemented in conjunction with Citrix, RES ONE Workspace facilitates secure management of the IT department and user workstations with efficiency and convenience. Ultimately, the team could reduce the login time to 30-35 seconds from 7+ minutes across their user base. Reboots, which could normally take 15 or more minutes, are now down to 35 seconds.

“RES gives us the ability to be more dynamic. We can improve how we support our users. Printer mapping, changing signatures and overall administration is so much easier. No one needs to log off for needed changes to be put in place.” — Alexis Farres, Network Services Manager, Miami Marlins, L.P.

With this success, the IT team has the opportunity to expand the RES and Citrix solution to a broader user base, including remote workers.

“RES provides security for mobile settings where users are accessing corporate data on multiple devices,” said Jim Steinlage, President & CEO of Choice Solutions. “It predicts employees’ needs and the context in which they’re working, which provides tremendous flexibility while at the same time enhancing security without compromising it.”

LOOKING AHEAD — SECURITY & BYOD

One goal of the Marlins IT team is to implement a BYOD program. With RES ONE Workspace in place, they are now in a position to support a BYOD environment, where IT will be able to better manage a mix of devices and workers can get a great experience.

“With RES, the difference has been night and day. Since implementing, our team has received great feedback from our users.” — David Enriquez, Sr. Director, Miami Marlins, L.P.

“We’ve already seen great success with large organizations who recognize the value of RES in business process automation and how together we can improve their user experience.”

— Jim Steinlage,
President & CEO, Choice Solutions

ABOUT RES

RES creates, automates and secures digital workspaces to improve the experience and productivity of the workforce while lowering IT costs. RES takes a people-centric approach to making technology access secure, even in complex multi-device/multi-location scenarios, across physical, virtual and cloud environments. RES boasts numerous patented technologies, fast time to value, and superior customer support for more than 2,500 companies around the world. For more information, visit www.res.com, contact your preferred RES partner, or follow updates on Twitter [@ressoftware](https://twitter.com/ressoftware).