CENGN

ITMANAGER.NET READY TO ROLL OUT FIRST MOBILE COMPATIBLE NETWORK ADMINISTRATION TOOL

ITmanager.net is the developer of a mobile-first application that allows network administrators to perform monitoring and management network administration tasks. In their CENGN project, ITmanager.net will validate new functionalities of its service in a Windows Remote Desktop Service (RDS) environment comparable to the size of a large customer.

ITmanager.net is empowering IT teams across the globe with its SaaS solution for remote network administration. The Ottawa-based company saves organizations money by improving the quality of service and support IT teams deliver to their respective organizations. To date, over 400 companies are subscribed to ITmanager.net including top multinationals like Disney, Milwaukee Tool, Denny's, Greenpeace, and more. The company has made their mark as a pioneer in mobile and cloud-based IT administration and are one of the first companies that allow an IT worker to manage a remote desktop from the convenience of their phone in a mobile app.

THE CURRENT LANDSCAPE OF IT ADMINISTRATION

Application sharing has become ubiquitous in the office space. Medium to large-sized businesses purchase licenses at a fraction of their employee headcount for applications like Microsoft Office, Google Apps, Amazon Web Services, and more. This strategy allows organizations to cut subscription costs, since there is no single time that every employee in the organization will be using the same application. However, sometimes these applications lock-up, freeze, or are left open, requiring an authorized IT worker to close the application to free up licenses.

Current solutions on the market allow IT teams to manage licenses and applications only through their desktops. The problem with a desktop is it requires the IT worker (IT manager/ administrator or network administrator) to either go into the office or use a VPN to connect to the company network and complete their work. Lack of flexible IT administration leads to less reliable service and longer waiting times for access. Every minute it takes for the IT worker to free up a license is a minute wasted by another user waiting to access the application, creating significant inefficiencies within companies.

Solutions addressing this problem have grown across workplaces over recent years. This has been most notable in RDS, also known as Terminal Services (TS), that allow an IT worker to take control of applications on a remote computer from another desktop computer. The desktop virtualization market was $7.8 B in 2017 and is expected to hit $13.5 B by 2022. As the first company to develop mobile management of remote desktops, ITmanager.net is well-positioned for success in the industry.

SIMPLIFYING IT ADMINISTRATION

ITmanager.net has added management features to their current monitoring solution that will allow IT workers to view, terminate, log off sessions as well as send messages to end users engaged in sessions from their phone. Without having to drive to the office or log in through a computer, IT teams can now clear sessions and perform tasks in a fraction of the time through a mobile app. This makes it the perfect tool for IT workers who are on call. ITmanager.net is supported across different operating systems and platforms including iOS, Android, and web applications.

PROJECT SETUP AND RESULTS

The main objective for ITmanager.net's CENGN project was to test the management feature of their solution (using iOS, Android, and web application) in a production RDS environment. Over a 6-week testing period, 11 virtual machines (VMs) running Windows servers were deployed in a cloud tenancy. The cloud tenancy was designed to replicate a customer environment using the ITmanager.net enterprise server with an outbound connection to the ITmanager.net service running in a public cloud. Using this set up, ITmanager.net performed functions such as disconnecting and terminating sessions, allowing/denying connections to host servers, and sending messages to users.
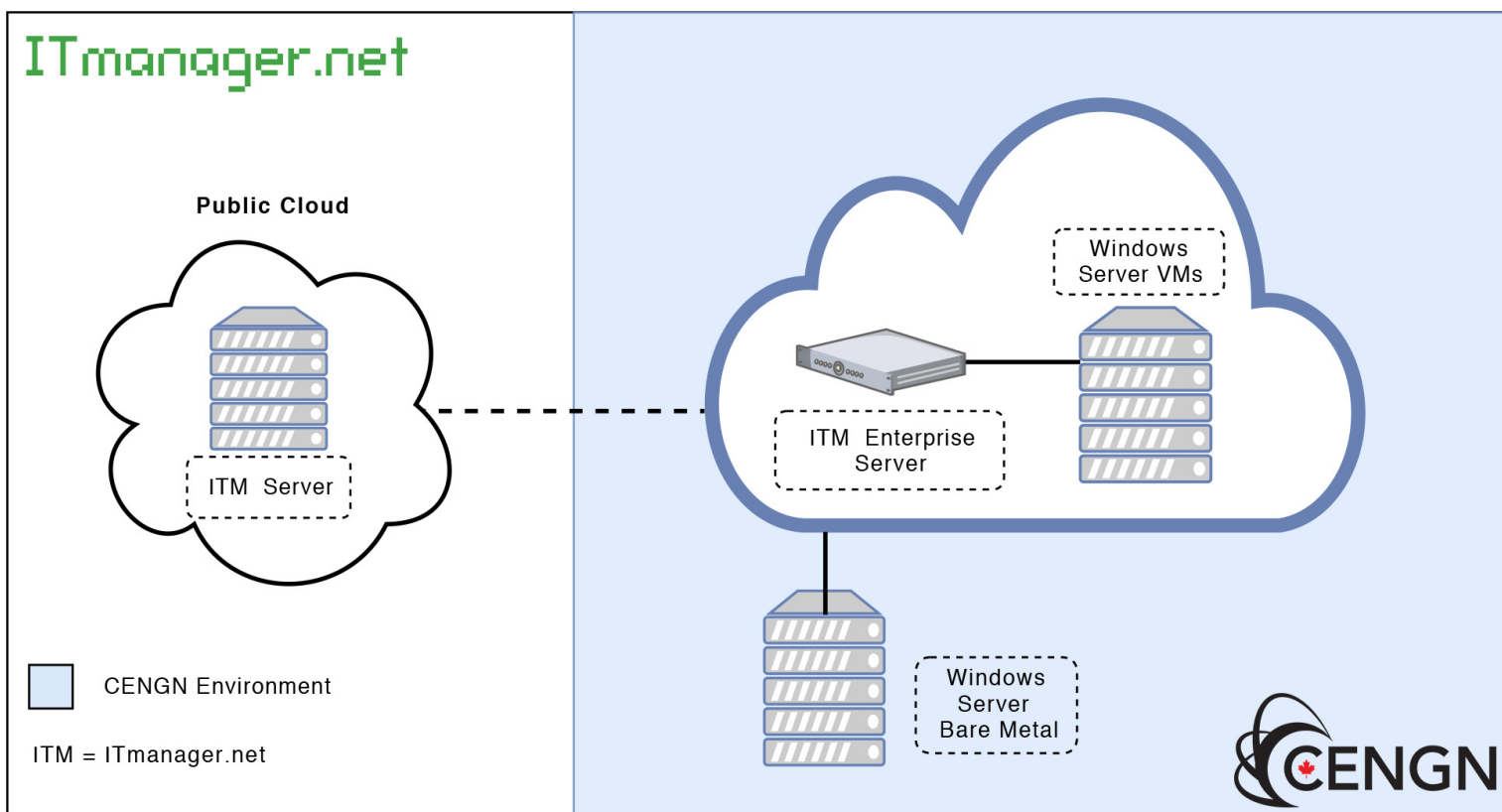
VALIDATION FOR MARKET

Prior to rolling out the network administration management feature to current clients, ITmanager.net needed to validate this new feature will operate as they expect. CENGN helped by setting up a simulated customer RDS environment to test on. This is a great advantage to a growing company that would otherwise be required to invest the time and infrastructure to set up their own servers and a number of client computers. Access to the CENGN infrastructure has saved ITmanager.net a value of well over $100,000. In addition, ITmanager.net was able to troubleshoot all issues found during the project to make sure their solution is client ready before implementation. By leveraging the infrastructure and technical expertise at CENGN to validate a new RDS functionality, ITmanager.net will be able to provide their customers the innovative features they demand.

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