



# University of Surrey

Case Study



UNIVERSITY OF  
SURREY

# Improving students' IT experience with virtualized application delivery.

The University of Surrey has a central IT department working in partnership with four faculties. In order to keep up to date with the dynamic technology market and to continue providing cutting-edge systems to staff and students, the IT team saw an opportunity to improve its current software delivery and distribution process.

# The challenges.

1.

Speeding up the delivery of services and enhancing the student experience

2.

Improving the current software/app delivery and distribution processes

3.

Effectively managing 100s of different apps across 1000s of different machines

# And the solution?

1. AppsAnywhere from Software2
2. Software2's experienced consulting team

# The benefits.

1.

## Improved student experience:

Any Windows app to any University managed machine

2.

## Enhanced student experience:

Apps can be found in a consistent way across all PC rooms

3.

## Faster software installation

And more reliable PCs during exams periods

### Phase 2 - Bring Your Own Device!

Phase 2 to include a self-service portal to deploy apps to students' personal devices.

# Why Software2?



Application  
deployment  
specialists



Education-focused;  
understood issues  
& challenges



Industry-specific  
user days & online  
user community



Personal and  
customer-focused  
service & support



# University of Surrey.

## Background

The University of Surrey is one of the UK's leading professional, scientific and technological universities, with a world class research profile and a reputation for excellence in both teaching and research. In addition to the campus on 150 hectares just outside Guildford, in Surrey, the university also owns and runs the Surrey Research Park.

The University of Surrey is one of the region's largest employers with over 2,500 staff and 17,900 students, living and working on and around campus.

The Sunday Times named Surrey as 'The University for Jobs', which underlines the university's growing reputation for providing high-quality, relevant degrees. Surrey is also a member of the 1994 Group of 19 leading research-intensive universities, established to promote excellence in research and teaching. Each member institution undertakes diverse and high-quality research, whilst ensuring excellent levels of teaching and student experience.





# The challenge.

The university IT team needs to ensure the provision of fit-for-purpose systems, on a secure and reliable infrastructure whilst delivering efficient and cost-effective solutions, for both staff and students.

In the past, the central IT team and the four faculties operated in a more independent way. Staff and students from each faculty used specific apps on top of the standard business packages, and every IT faculty team was responsible for maintaining its own student computer rooms; upgrading, installing, uninstalling and testing software applications as required.

As software started to become increasingly complex, the maintenance overheads increased, leading to reduced efficiency in spite of the stringent PC replacement process that the university follows every 3 to 4 years. Overall, the IT support staff spent a large amount of time manually installing apps and resolving difficulties that arose when integrating new apps on the computers.

As soon as the central and four faculties' IT teams started working together, it was recognized that a tool to manage the university's software catalogue was needed, in order to maximize the use of resources, to speed up the delivery of services and to enhance the student experience.



# The solution.

The search for a software management solution that would work across the university computers was on. James Pickett, Senior Desktop Analyst explains:

*When we were looking at what we could do across the faculties and central IT's application delivery, we could see the big win was clearly software management. Many people on the IT team were unhappy with the current software platform and processes, so it seemed the way forward.*

After seeking advice on the subject from other universities and consultancies, it was decided that software virtualization was the route to take. The project team investigated the best-known, market-leading products. Upon closer investigation it became apparent that around only 80% of the software could be moved onto these products, as they couldn't support certain complex apps.

It was at this point that the project team discovered AppsAnywhere, which claimed to be able to go that vital step further than the market leaders and deliver 100% of the software. Following vendor presentations, the university IT team carried out a proof-of-concept trial between one of the market-leading products and AppsAnywhere.

“ ...it became apparent that around only 80% of software could be moved ... It was at this point that the project team discovered AppsAnywhere...”

# The results.

**It was a competitive trial period, but Software2's AppsAnywhere solution emerged as the winner. The benefits AppsAnywhere offers enables the university IT team to streamline their software management process.**

System Analyst, Dy Gunasekara says:

“

*With AppsAnywhere we're all using the same product, at the same level, so it has really helped to improve our software delivery and distribution process across the university”.*

A major advantage of AppsAnywhere over other products is that it reduces the duplication of efforts across the university IT team in terms of software building, installation and maintenance.



## The main overall benefits of using AppsAnywhere now experienced by the University of Surrey are:

**Faster software installation and more reliable PCs** during exams periods.

Dy Gunasekara says: *“Rebuild times after exams were taking at least two hours, for some computer rooms across faculties it was taking from 4-6 hours per PC in addition to some overnight builds that ran for hours”*. James Pickett adds: *“It is mainly down to the operating system and the PC’s core software. Now, during exam periods, we can convert a student computer room in much less time than before and the build is reliable”*.

**Enhanced student experience;** software applications can be found in a consistent way across the university computer rooms, which provides a much more streamlined student IT experience.

**Smooth running PCs** as software packages do not have to be installed onto them individually. James Pickett explains: *“Software is now deployed in our student computer rooms on-demand, which means that PCs are now running quite lean, compared to the 60-80 applications that were sitting on them before”*.

**Improved the software licence purchasing decision process.**

By using AppsAnywhere’s reporting tool, it’s possible to see what software application has been used by each faculty and/or department.

“In the near future, to improve the student experience and to take full advantage of AppsAnywhere’s capabilities, the university IT team plan to implement a self-service portal where it will be easier for students to access the software they need, on their own PCs.”

# About Software2.

We specialize in awesome solutions for software distribution and delivery, within the education sectors throughout the UK, Europe and North America.

By bringing AppsAnywhere to universities and colleges, we've successfully enabled many institutions to realise their software deployment strategies, efficiently and cost-effectively.

We strive to provide customer service levels that are unparalleled. We work hard to make sure our customers get the maximum support from day one, and with our support team you can guarantee that you'll get a personal one-to-one service with all your queries.