

Daimler Chrysler Case Study

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DAIMLERCHRYSLER

SmartPeak WLM puts servers in top gear

Background

Daimler Chrysler is a major importer of some of the world's major car manufacturers, such as Mercedes Benz, Jeep and Smart. The company employs around 650 people across Sweden and Denmark, and of those employees, 350 to 400 users take advantage of the services the organization provides via a Citrix Terminal services server farm.

Finding the cure to poor performance

For over 6 months Daimler Chrysler had been suffering poor performance from their Citrix Terminal server farm. Users would experience applications freezing, often taking considerable time before being available for them to use again. This was not only irritating for users but costly for the organization in terms of lost productivity, while applications came back online.

Bertil Andreasson, Technical Manager for Daimler Chrysler said, "The issue lay with the halting of the spooler service, and having to restart the service many times. If we did not identify this very quickly, our users would suffer extremely bad performance, which was not acceptable to us."

Improving accessibility, ensuring stability

"I have found no similar product in the market place to SmartPeak WLM, and have been very pleased with the product so far. I needed to test and deploy a solution very quickly to put an end to our performance issues and I was able to do this very well with WLM," comments Andreasson.

He continues, "For me, SmartPeak WLM within a Citrix Terminal Services environment is a must. It has significantly improved our ability to provide a more stable and robust service to our users, and that is a very important development for our organization."



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Bertil Andreasson, Technical Manager,
Daimler Chrysler

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Challenge

- Poor performance of terminal servers was increasing business costs from lost time, low staff productivity and poor quality of service

Solution

- SmartPeak WLM deployed across Citrix server farm to control processor activity and lock-ups

Results

- Improved server performance and greater system stability created a working environment for a more productive workforce

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