Central Point, Oregon Boosts VDI Performance and Provisions 2x Faster

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CENTRAL POINT

State and Local Government
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Challenge
Employees struggled with virtual desktop performance when using financial applications and streaming police video.

Results
- 1.5x performance improvement in Unidesk-based financial applications
- 2x performance improvement in writing/streaming video
- 1.8x better capacity efficiency
- 100% of storage-specific management tasks eliminated
- 2x faster virtual desktop provisioning

> "Keeping users happy and giving them the best performance is our goal. Datrium has definitely made it incredibly simple to get us there and keep us there."

William Hetrick
Technology Specialist

Company Challenge
Slow Streaming and Application Performance on VDI
Previously, the City of Central Point had moved to full desktop virtualization for all employees to manage costs and give users BYOD flexibility. With VDI, most applications performed reasonably well, but financial applications and video were still slow.

Video plays a big role in Central Point, where all police officers and their vehicles are outfitted with cameras for continuous video capture. The lag between the host and storage slowed streaming performance.
To address the problem, Central Point brought in new array-based storage, as well as PernixData for host-side caching. However, this solution still didn't deliver the necessary VDI streaming performance, and it added additional complexity in maintaining two separate technologies – the array platform and separate host-caching software.

"We believe 100% in VDI because of all the benefits to our staff, but we needed to address performance issues as well as add additional capacity because we chew it up like candy at times," explained Jason Richmond, Technology Director at Central Point.

Results
Performance Boost for Unidesk-based Applications
Central Point found that Datrium's Automatrix platform offered a unique approach which improved performance and simplified management. "The number one reason we brought in Datrium was to optimize the performance and reduce the complexity of our VDI environment," Richmond explained.

Unlike array-based storage, adding additional hosts to the vSphere cluster actually increased VM performance with Datrium DVX.

Having DVX running side-by-side with the city's existing array-based storage solution, Central Point immediately saw a 1.5x performance improvement on its Unidesk-based financial applications and a 2x improvement with video applications. "DVX allowed us to write and stream video twice as fast as our previous solution, giving end users a much better video experience," Richmond said.

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Technology Director

Improved Economics
On top of performance, Central Point gained greater capacity efficiency with a 1.8x data reduction rate versus its array-based solution, saving taxpayers valuable money.

With the array-based solution, Central Point had to add capacity by purchasing a new shelf. With DVX, the city can add any commodity flash at any time, avoiding array-based flash premiums that can be 8x higher than server-based flash. By going with more economical server flash, Central Point also avoided the SAN performance overhead associated with all-flash array solutions and high core-count servers.

2x Faster Desktop Provisioning
Traditionally, managing the storage array and virtual desktops separately added time and complexity for the IT team. With Datrium Automatrix, all management and analytics are VM-centric – there are zero storage objects to manage.

Central Point now provisions virtual desktops 2x faster, without the overhead of managing both a storage array and acceleration platform. "We entirely eliminated management of the storage layer with Datrium Automatrix, so updates are super simple and happen in half the time," said William Hetrick, Technology Specialist. "The simplified management approach of doing it all in vCenter with Automatrix is far better."

Overall, Datrium has helped the IT team at Central Point maintain a smooth and satisfying VDI experience for end users, who notably no longer call with performance issues since the move to DVX. "Keeping users happy and giving them the best performance is our goal," Hetrick said. "Datrium has definitely made it incredibly simple to get us there and keep us there."

About City of Central Point

The City of Central Point, located in southern Oregon, is home to approximately 17,000 people. The city offices, with a staff of 84 people, run departments including the police, public works, parks and recreation, and city hall.

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