



# DENSO International America, Inc. Administers CAD On Their Cutting-Edge VDI With StacksWare

## **DENSO**

### CHALLENGE

- Real-time CAD usage monitoring in non-persistent VDI
- Controlled access for non-IT users

### SOLUTION

- Agentless hypervisor-based software monitoring
- Aggregation in cloud for scalability and data access
- User-Admin permission hierarchy

### RESULTS

- Painless deployment
- Visibility of the application layer for VDI users
- Health monitoring of critical agents with notifications

DENSO International America, Inc. (DIAM) is a leading supplier of advanced automotive technology, systems, and components for the automotive industry, conducting product design and development for N.A. market at the North American headquarters in Southfield, MI. DIAM's cutting-edge CAD IT group uses NVIDIA GRID to power CAD on VDI, enabling centralized management, enhanced security, and work mobility.

### CAD IS EXPENSIVE, AND IT'S HARD TO TELL WHO IS REALLY USING IT

DIAM lacked visibility into their CAD usage on virtual desktops, especially at a fine-grained user level. "We administrators wanted insights into how our CAD licenses were being consumed," explains Wesley Struble, CAD Administrator. "The engineering managers wanted visibility of resource usage to recognize potential efficiency improvements."

When DIAM made the switch to VDI, they realized that they might finally have an opportunity to give managers the insights they needed - after all, it should be easy to get that information with everything running in one datacenter, right? It turned out it wasn't so easy. "We looked at many solutions, but no one could tell us per-user usage in a non-persistent VDI environment," recalls Varick Teller, Sr. CAD Administrator at DIAM.

### DEPLOYING STACKSWARE FOR REAL-TIME APPLICATION VISIBILITY

"One of the co-founders personally helped us through a very quick installation," says Struble. "Not having to bake an agent into every VM really accelerated the process. In addition, the StacksWare team has been extremely responsive to our feature requests, allowing us to derive significant additional value from the product."

### MONITORING CRITICAL APPLICATION DOWN-TIMES

Prior to using StacksWare, DIAM experienced issues with View agents going down, causing their Virtual Desktops to become unreachable. With StacksWare, DIAM subscribes to real-time application health notifications, allowing them to be instantly aware of critical agent downtimes. "Being able to pinpoint exactly where and when a piece of software has failed has allowed us to drastically reduce our reaction times in order to keep our infrastructure online."



Once StacksWare was in place, DIAM reaped several benefits, including:

- **Real-time and historical CAD usage data** - “A day after the install, we were able to visualize resource usage down to user and application level to more adequately utilize our resources and licensing for the CAD VDI environments.” says Struble.
- **An inventory of installed applications** - “StacksWare showed us that we’d left one administrative tool on each of the VMs that we didn’t want end-users to have.”
- **Notifications when View agents go down** - “StacksWare now emails us whenever a VM goes into agent unreachable status, making it faster and easier for us to fix broken VMs.”
- **Automated email reports** - “Weekly email reports of CAD usage allow me to quickly recognize any specific items that need deeper investigation” says a Sr. Manager of Engineering.
- **Intuitive and easy access to data** - “In StacksWare, I can not only see how individual users are using CAD, but also aggregate information about my different product groups,” says Gerard Welsh, Sr. Engineering Manager.

## ENHANCING DIAM’S OPERATIONAL EFFICIENCY

DENSO International America, Inc. is now using StacksWare to enhance engineering manager efficiency and IT operational efficiency. “The engineering managers now have the data they’ve been wanting for years, and the IT team can be more efficient leveraging the StacksWare product,” says Struble. “This allows DIAM to more easily administer CAD on their VDI.”



**We looked through solution after solution before running into StacksWare at VMworld. Now, our engineering managers can gather usage data to determine which CAD software is most utilized - data no other solution could provide for non-persistent VDI.**



**StacksWare gives administrators much needed visibility into the activity on our VMs.**

-VARICK TELLER, SR.  
CAD ADMINISTRATOR AT DIAM



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