



## Success Story: URS Corporation

Whoever said "the more the merrier" wasn't trying to host dozens of remote users on software designed to run an application over a local area network.

### The Challenge:

URS Corporation is a publicly traded engineering firm with offices worldwide, including Buffalo and Orchard Park. Their range of engineering services for public and private sector clients include air and surface transportation; facilities; air and water; and environment.

During the course of a large contract, URS needed to collect and manage a vast amount of data using a highly customized application. As many as 40 users from many remote locations needed access to the system at the same time.

The application was multi-user capable, but was not designed or optimized for access by remote users. Remote users were experiencing severe performance problems. Because of the performance issues, only four remote users could access the application concurrently. It was critical for **URS** to update the system infrastructure and modify the application to allow concurrent access for more remote users (up to 40)

More users, better performance, no security compromises...URS faced a daunting challenge.

### Solution Overview

**Challenge:** URS needed to improve performance on their custom application, and make it securely available to their remote customers.

**Solution:** Globalquest recommended an upgrade of their Citrix system and modifications to their custom application to gain better performance and usability. An upgraded application delivery solution based on Citrix MetaFrame and "server farming" technology gave secure well-performing remote access to the proprietary application and its database.

### Benefits:

- ✓ All users gained secure access to the application and their data using a standard web browser.
- ✓ System performance and usability improved dramatically.
- ✓ As an added value, URS gained the capacity to grow this aspect of the business and bring additional customers online.

### The Solution:

After analyzing **URS'** needs and network assets, **Globalquest** proposed an upgraded application delivery solution based on Citrix MetaFrame, Nfuse, and server "farming" technology.

Using Internet Explorer, remote users can access and run applications residing on a central "Citrix" file server. Citrix eliminates the need to install an application on every workstation, resulting in very easy application deployment in a secure manner. Citrix offers you greater control over your application management. The remote user doesn't have to worry about upgrades or system maintenance because all of this is managed on the centralized file server where the application resides.

Specifically for **URS**, an upgraded Citrix system was configured and installed by **Globalquest**. A single Citrix server configuration was replaced by a Citrix "farm" configuration. **Globalquest** also installed a Citrix Secure Gateway to provide industry standard security and remote access via the web required by **URS**.

Finally, to further improve server performance, **Globalquest** recommended some redesigning of the application to optimize it for the Citrix environment. Part of this redesign involved migrating the data to a SQL database as well as modifying how the application "managed" temporary files. The result was a dramatic improvement in system performance and usability.

*"...any number of computer consulting firms provide plain vanilla support services... Globalquest is unique in their ability to go beyond basic computer hardware, software, and network support. ...A dedicated team who sincerely wants to help successfully implement IT into your workplace and will give an honest assessment on what it takes to get it done."*

*Peter Charette  
IT Manager of URS*

