

RECAST APPLICATION WORKSPACE



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CONTENT

1. Introduction	4
2. Demonstration	4
3. Proof of Concept	4
4. Design and Implementation	4
5. Application Migration.....	4
6. Application Packaging	4

RECIPE FOR SUCCESS



HM Government
G-Cloud
Supplier

Crown
Commercial
Service
Supplier

Alkane has been delivering IT services to **public and private** sector clients for over 15 years. Our services integrate seamlessly with existing processes, providing immediate scalability and instant access to specialist skillsets.

What sets us apart is our **deep expertise**, meticulous attention to detail, relentless work ethic and commitment to best practice - demonstrated consistently and shared openly with the community through public forums, our website and other channels.

We **specialise in end-user compute** (EUC) services, designing and maintaining environments that provide continuity, reliability, security, and flexibility. Our services can also be **white-labelled**, enabling managed service providers to expand their portfolios with client-ready offerings that strengthen customer relationships.

We are also **value-added resellers** for some of the most innovative technology platforms, giving clients access to cutting-edge products that enhance and complement our EUC capabilities.

HOW CAN WE HELP?

Our clients benefit from a **simple and transparent engagement** model that enables rapid mobilisation without unnecessary complexity. Engagement can be direct or via G-Cloud, Crown Commercial Service, or the Microsoft Partner Network.

All our services are underpinned by robust service-level agreements and backed by a **12-month warranty** on deliverables - providing measurable assurance that performance and reliability standards will be consistently met.

And by taking the time to understand each client's business requirements, we develop clear strategies and deliver exemplary solutions - combining unmatched support with **highly competitive pricing**.



RECAST APPLICATION WORKSPACE



Recast

1. INTRODUCTION

This document provides an overview of the Recast Application Workspace services we provide. We have previously assisted clients from multiple sectors, serving from between 3,000 to 55,000 endpoints.

2. DEMONSTRATION

We provide live demonstrations of Recast Application Workspace, showcasing unified application delivery across desktop, web and even Microsoft Teams. This includes support for all major packaging technologies (MSIX, MSIX App Attach, App-V, MSI, PSADT), the powerful functionality of Smart Icons and Action Sets, browser-launch capability from intranet/internet portals, Entra ID integration and more.

3. PROOF OF CONCEPT

We assist in deploying a scalable proof-of-concept environment aligned to organisational requirements. We validate performance, user experience, security and administrative workflows, ensuring a smooth transition when scaling to thousands of endpoints in production.

4. DESIGN AND IMPLEMENTATION

We work closely with our clients to design and implement lightning-fast solutions that integrate with existing device management strategies, enabling seamless delivery of applications to physical and virtual endpoints across Microsoft, Citrix, and Omnisia environments.

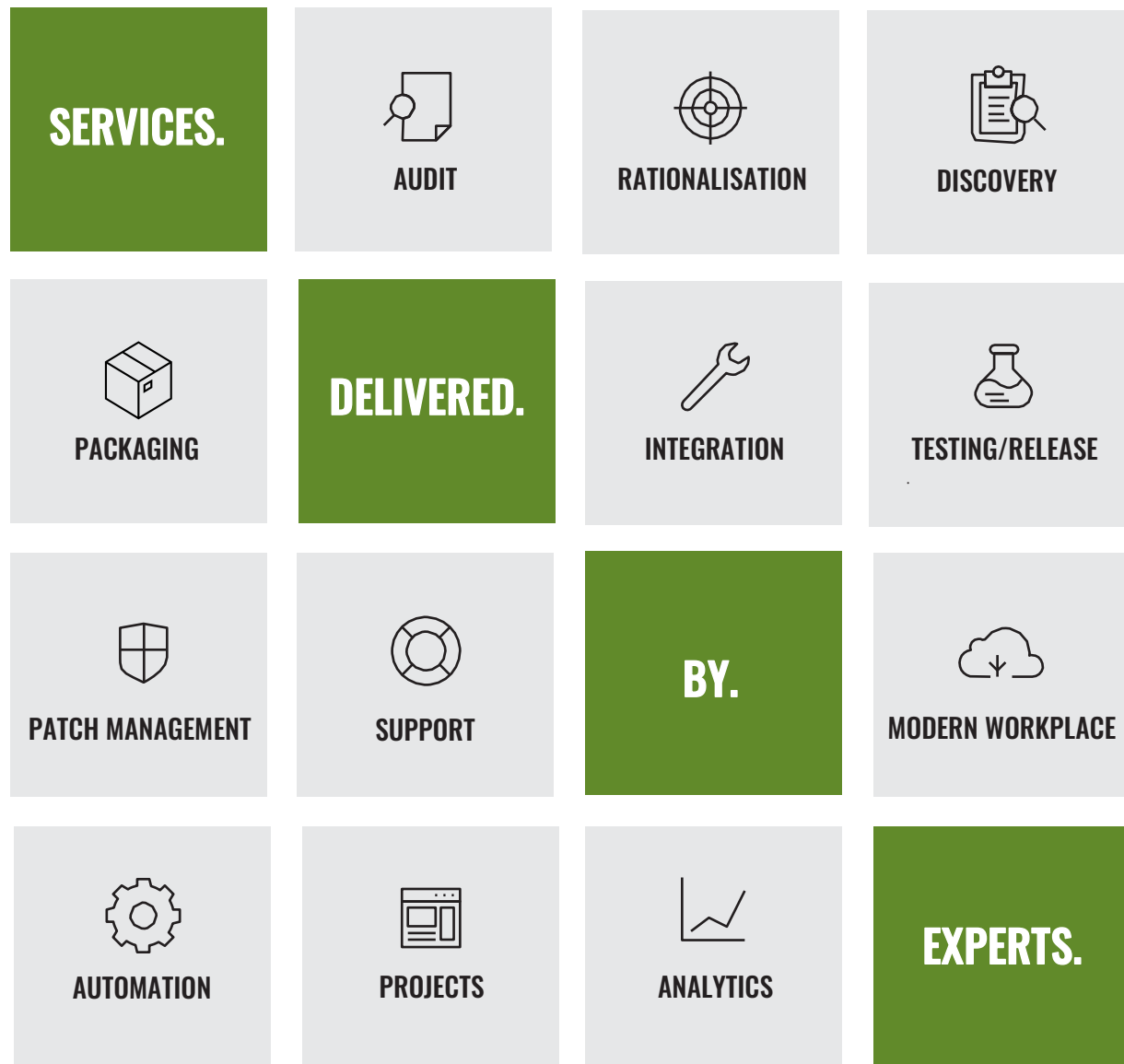
5. APPLICATION MIGRATION

We migrate applications from platforms such as the Microsoft App-V Management Server, Configuration Manager, or any other delivery platforms. Each application is modernised where required, validated through testing, and documented to ensure a seamless transition and consistent user experience.

6. APPLICATION PACKAGING

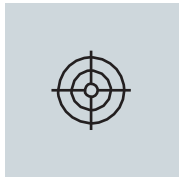
Our experienced application packaging specialists can repackage, modernise and optimise applications for any supported format. We ensure best-practice standards, compatibility, improved stability, and optimal performance within Recast Application Workspace.

SERVICES DELIVERED BY EXPERTS



WORK WITH US

READ OUR CASE STUDIES



01 // WINDOWS 10 MIGRATION END CLIENT: NHS TRUST

BRIEF:

1. Windows 7 to Windows 10.
2. 6,500 devices. 13,000 users.
3. 277 application packages.
4. Delivery inside 3 months.

Alkane was engaged to manage and implement the migration of 6,500 devices to Windows 10, while replenishing and repurposing existing hardware. The environment supported approximately 9,500 users across a VMware/Omnissa Horizon/vSphere virtual desktop infrastructure (VDI) with 12 pools of 250 non-persistent desktops.

The project presented several challenges: aggressive timescales (just three months including planning), four geographically dispersed sites, an unrationalised and unmanaged application portfolio, manual and undocumented installations, increased home working due to Covid-19, and the critical need to maintain uninterrupted healthcare services.

As part of our audit and rationalisation services, Alkane reduced over 1,000 applications down to 277 based on usage data and business criticality. We then identified, packaged and remediated all core business applications through our application packaging service.

We developed a Power BI dashboard that integrated data from multiple sources including LanSweeper, App-V Reporting, SCCM, Active Directory, and ManageEngine - enabling a data-driven strategy and a highly efficient Windows 10 rollout schedule.

In addition, Alkane designed a stable operating system image with secure baseline policies and performant core business applications. We supported the VDI implementation and established user support clinics including device swap-out sessions.

Our detailed planning and collaboration with the Trust and departmental leads resulted in one of the fastest and most efficient operating system migrations in healthcare.

**DELIVERING PROJECTS ON TIME.
EVERY TIME.**



02 //

MICROSOFT SUBJECT MATTER EXPERTS

END CLIENT: BANK

BRIEF:

1. Debug Microsoft Edge.
2. Debug Microsoft Teams.
3. Debug App-V Performance.
4. Package SAP.

Alkane was engaged by the client to resolve ongoing issues in a live environment where blank pages were randomly appearing in Microsoft Edge, and Microsoft Teams was failing to authenticate. The issue was impacting thousands of users, and the previous service provider was unable to identify the cause after three months of investigation.

We were also asked to virtualise a complex suite of SAP applications for use within a non-persistent virtual desktop environment, supporting over 1,000 users. The previous service provider had spent several months attempting to deliver a working solution without success. Alkane was required to complete the work within five business days.

In addition, the client was experiencing slow App-V streaming performance. Alkane was tasked with monitoring, diagnosing, and remediating the issue.

We began by using Wireshark and Process Monitor to analyse API calls and network traffic, identifying the root cause of the Edge and Teams issues. Within a week, we discovered a conflict between a Sophos Antivirus policy and a ForcePoint Endpoint DLP policy, which we remediated successfully.

We then investigated the SAP App-V packaging issue. Through detailed process monitoring, we identified components that were not executing within the virtual subsystem. By decoupling specific elements and optimising policy settings, we enabled the package to run successfully and integrate seamlessly with Microsoft Excel as part of the Office 365 suite.

Finally, we analysed the App-V streaming performance and found that all sites were streaming from a single content share. We implemented a Distributed File System (DFS) namespace, replicated the content to remote sites, and updated the packages in the App-V management console, significantly improving streaming speeds across the organisation.



Alkane provided an exemplary service. Their knowledge and attention to detail enabled us to resolve environmental issues quickly and efficiently. The team were friendly, plain-talking, hard-working and extremely knowledgeable in the field of application packaging and related technologies.”

Chief Technology Officer.

**EXEMPLARY SERVICE.
SIGNIFICANT COST SAVINGS.**



03 //

WINDOWS 11 MIGRATION

END CLIENT: LOCAL COUNCIL

BRIEF:

1. Windows 10 to Windows 11.
2. Office 2016 to Microsoft 365.
3. 3,000 devices/users.
4. 85 application packages.

Alkane was engaged to assist the internal team in migrating approximately 3,000 devices from Windows 10 to Windows 11, while simultaneously upgrading Microsoft Office 2016 to Microsoft 365.

The project presented several challenges: devices predominantly operated over wireless or VPN connections, making network performance a critical factor. We needed to proactively identify devices with incompatible software, hardware, or disk space limitations, and facilitate orderly testing of critical applications.

The transition from Office 2016 to Microsoft 365 (M365) was complex too - many applications relied on macros and ActiveX plugins incompatible with modern baseline security configurations, and the Office architecture was shifting from 32-bit to 64-bit.

We utilised Microsoft Bookings and SharePoint to facilitate user acceptance testing (UAT) and remediation tracking, supported by a bespoke PowerShell toolset that automated SharePoint updates and communications. We also orchestrated virtual machines to streamline and accelerate the UAT process.

We collaborated with key stakeholders to design a rollout strategy using dynamic deployment rings, allowing us to scale deployments instantaneously based on network latency or other unforeseen issues.

A total of 85 critical business applications were tested, packaged and remediated, with macros rewritten and Microsoft Access forms reauthored to replace legacy components, ensuring full compatibility with Windows 11 and Microsoft 365.

The migration was delivered four weeks ahead of schedule, thanks to close collaboration with a proactive, forward-thinking internal team.



Alkane came at just the right time to ensure the rollout of Windows 11 and Microsoft 365 across the whole of the organisation was a success. They brought a wealth of knowledge and expertise which was applied to all aspects of the project, offering advice and suggestions to the in-house team, with respect and understanding of the organisation's aims. Their help was invaluable in achieving the target delivery 4 weeks ahead of the original planned date."

Service Delivery Manager.

**KNOWLEDGE AND EXPERTISE.
AHEAD OF SCHEDULE.**



THANK YOU



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