Centrally Managed Remote Support for VDI Helped to Reduce Yearly Support Cost by Over 70%

SITUATION

The client implemented VDI (Virtual Desktop Infrastructure) for its Windows based corporate environment, provisioning virtual desktop for its internal users. The VDI solution has been implemented to provide easy and secure connectivity to the users who are working from home or any other remote location, and get access to the corporate network without any hassle

IMPACT

The VDI infrastructure required 24/7 support to ensure higher uptime and uninterrupted availability. However, the client was having issues with getting resources to support during the non-working hours and the exercise was becoming an expensive affair as well as difficult to manage the infrastructure. The need was to get a partner with required expertise who could provide support to its VDI environment, covering all time zones as per the requirements

RESOLUTION

To address the client requirement, ITC Infotech has designed a structured support system that covers different time zones ensuring round-the clock support. ITC Infotech is supporting the complete Citrix based VDI infrastructure including, XenDesktop, XenApp, App-V and AppSense. ITC Infotech also provides Image building services for the Windows based virtual desktops as well as for Citrix Published Desktop and doing App-V based virtual Application packaging for the client's VDI platform

The Customer

The customer is an S&P 500 corporation based out of USA. Through its subsidiaries, the organization owns and operates several for profit educational institutions and pioneers higher education for the working learner through its technological investment, advanced learning methodologies and international reach.

The client's internal technology and innovation team continuously thrives to develop cutting-edge, non-disruptive educational technologies and services that are transforming education.

The Need

Being a premier institute providing higher education to the working professionals, the organization strongly relies into state-of-the art technology to provide a highly competitive learning and teaching experience as well as mobility for its students, faculty members, academic counselors as well as other employees. The IT infrastructure of the organization is therefore, established on latest technology available in the market that supports mobility as well.

The client implemented VDI (Virtual Desktop Infrastructure) for its corporate environment (Windows 7 & Windows XP), provisioning virtual desktop for 2000 (going up to 5000) internal users, to enable a common desktop for its entire student and employee community and ensure anytime and anywhere availability of the desktops. The client further wanted to facilitate mobility to its workforce in order to enable work from home and remote working. The VDI solution has been implemented to provide easy and secure connectivity to the users who are working from home or any other remote location, and get access to the corporate network without any hassle.

The VDI infrastructure required 24/7 support, ensuring higher uptime and uninterrupted availability to the users. The client was having issues with getting resources to support during the non-working hours and the exercise was becoming an expensive affair as well as difficult to manage the infrastructure. Therefore, the organization was looking for a partner who had the required expertise and could provide the required support to their VDI environment in order to create a 24/7 support facility.

The Solution

To address the client requirement, ITC Infotech has designed a structured support system that covers different time zones ensuring round-the clock support.

ITC Infotech is supporting the complete Citrix based VDI infrastructure including, XenDesktop, XenApp, App-V and AppSense, which is based out of the client's datacenter in US. The key users including students, teachers, employees and application developers are mostly based out of US, UK and UK. The 24/7 support system enables uninterrupted availability of the virtual desktop infrastructure for the users in whatever devices they are using, through a secured gateway established through the VDI infrastructure. While the client's internal IT team provides support to its VDI

infrastructure during the day shift, ITC Infotech provides remote Incident Management support during the client's off duty period (16/5).

ITC Infotech also provides Image building services for the Windows based virtual desktops that are on VDI platform, as well as support the same. As part of the service offering, three different images are being build – for Windows 7 (32 Bit), Windows 7 (64 Bit), and Windows XP. ITC Infotech is also building images for Citrix Published Desktop and Citrix Published Applications (Server 2008 R2), and doing App-V based virtual Application packaging for the client's VDI platform.

Business Benefits

- A structured support structure covering all time zones of locations wherein the client is present globally

- Faster issue resolve and data security – closely monitored 24x7 environment

- Single and consistent desktop availability across all users within the organization and enhanced user experience

- Reduced operational cost as the infrastructure is managed centrally and supported remotely. Remote support mode has helped to reduce yearly support cost by over 70%

ITC Infotech's IT Infrastructure Solution Practice

ITC Infotech possesses deep expertise in standard desktop management and has successfully been managing an estate of over 250000 desktops. We design, build, and sustain robust, secure, flexible and scalable infrastructures and ensure 24X7 availability of all business applications.

Our services have delivered consistent Total Cost of Ownership (TCO) reduction across Fortune-100 class clients through multiple delivery models and Service-Level Agreement (SLA)- based services which guarantee the best solution for our customers.

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