Big four professional services firm enables predictable virtual desktop infrastructure, better user experience, by developing a seamlessly scalable and customizable environment

Operationalizes and streamlines infrastructure for 15,000 desktop devices across three countries and aligns IT with business objectives

About the Client

A big-four professional services firm, the client provides financial and audit assurance, and taxation, consulting, and advisory services to clients in more than 150 countries.

Goals

IMPROVING EFFICIENCY OF VDI ENVIRONMENT WHILE ENHANCING SECURITY AND END USER FLEXIBILITY

The client had a complex virtual desktop infrastructure environment spread across three regions. Disparate applications used by the client's users demanded extensive application remediation to make them compatible with the virtualized environment. This consumed significant time and resources.

Security was a major concern. Data protection and managing data access and security needs of offshore users and external vendors were critical requirements.

Additionally, the client's employees wanted to access company data on their devices. Given considerable differences in devices, operating platforms and applications, the client was unable to provide this facility. To top it all, a lengthy one-desk deployment of desktop standardization proved time consuming. The client identified the following key requirements for its VDI implementation in phase one:

- Supporting 15,000 virtual desktop users across three data centers

- Developing a platform to support user devices running multiple applications

- Developing a flexible, scalable platform to support more use cases

- Creating recommendations, guidelines, and design criteria aligned to business objectives and technical aspects of OEM, Citrix

Microland

DELIVERING ROBUST DESKTOP VIRTUALIZATION SERVICES

Our extensive global experience in desktop virtualization including design, deployment and management of

Scale of Operations
- No. of VDs – 15,000   - No. of data centers – 3   - Locations – US, Europe, and APAC

Technologies
- VMware2   - Citrix

virtualized environment made us an ideal choice for the client. We are one of the three global professional services partners for VMware in the cloud and virtualization space, and a professional services partner for Citrix in desktop virtualization, networking, and mobility and application remediation solutions. We have an experienced team of consultants who are well-versed with all the technology components of the virtualized desktop ecosystem.

Transformation

ENABLING DELIVERY OF DESKTOP-AS-A-SERVICE

The client identified three initial use cases for VDI – employees, third-party V-LANs, and individual users. We adopted a systematic approach to handle one of the largest VDI deployments in the world. The details of our solution are highlighted in Figure 1.
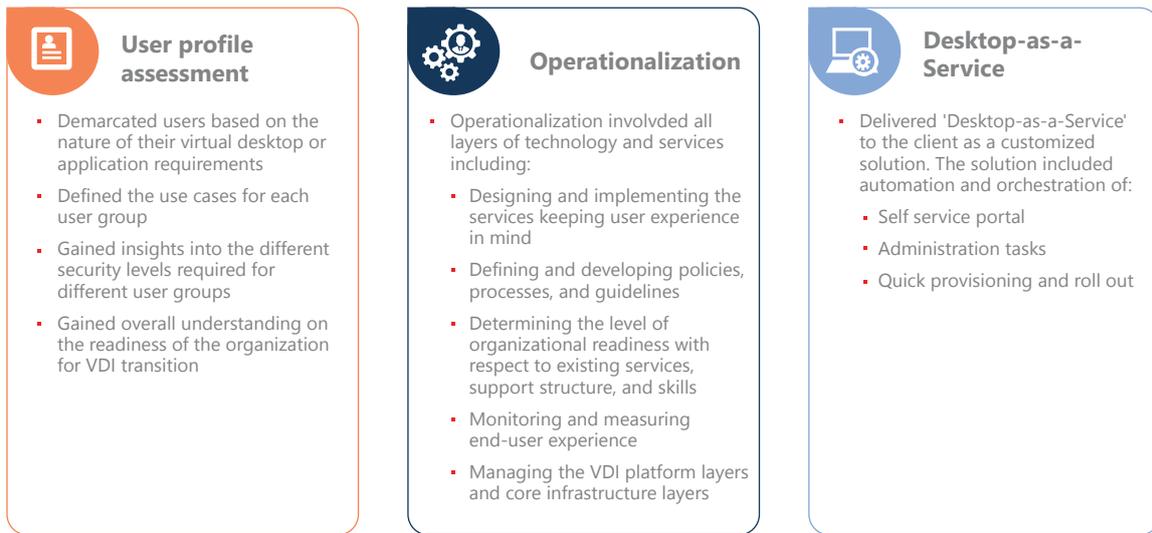
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User profile assessment

- Demarcated users based on the nature of their virtual desktop or application requirements
- Defined the use cases for each user group
- Gained insights into the different security levels required for different user groups
- Gained overall understanding on the readiness of the organization for VDI transition

Operationalization

- Operationalization involvded all layers of technology and services including:
  - Designing and implementing the services keeping user experience in mind
  - Defining and developing policies, processes, and guidelines
  - Determining the level of organizational readiness with respect to existing services, support structure, and skills
  - Monitoring and measuring end-user experience
  - Managing the VDI platform layers and core infrastructure layers

Desktop-as-a-Service

- Delivered 'Desktop-as-a-Service' to the client as a customized solution. The solution included automation and orchestration of:
  - Self service portal
  - Administration tasks
  - Quick provisioning and roll out

Figure 1: Microland's solution for VDI environment management

Outcomes

IMPROVED PREDICTABILITY BY BUILDING A SCALABLE INFRASTRUCTURE

In partnership with Citrix, we designed, built and operationalized the VDI environment for 15,000 desktop devices across three countries - Singapore, Germany, and the United States. The client benefits included:

- Higher predictability with a VDI environment designed to seamlessly scale up to four times without change in service levels or business disruptions
- Improved user experience with customizable VDI environment

- Alignment of IT to business objectives with IT delivered as a service in a collaborative environment

About Microland
Microland is a leading Hybrid IT Infrastructure Service Provider and a trusted partner to enterprises in their IT-as-a-Service journey. Incorporated in 1989 and headquartered in Bangalore, India, Microland has more than 3,200 professionals across its offices in Europe, Middle East, North America and India. Microland enables global enterprises to become more agile and innovative through a comprehensive portfolio of services that addresses hybrid IT transformation, workspace transformation, service transformation and end-to-end IT infrastructure management.

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