

A Fortune 20 conglomerate transforms business operations and improves efficiency via desktop virtualization

Drives greater business agility, optimizes cost



About the Client

The client is a Fortune 20 American multinational conglomerate offering services and products across various segments including power and water, oil and gas, energy management, aviation, healthcare, transportation, and finance. The client operates in more than 100 countries and employs over 300,000 people.

Goals

TRANSFORMING BUSINESS OPERATIONS

The client wanted to transform its business operations by implementing a virtual desktop infrastructure (VDI). While the client had the required technology in place, it faced challenges in effectively deploying desktop virtualization due to specific security, compliance, and business requirements from various business units. With a wide-ranging set of parameters across segments, the client was finding it difficult to accurately define user groups and key operational parameters across units.

The client sought to build a VDI platform that could successfully support over 20,000 users across various business units and geographies. It also wanted to define and implement a billing and chargeback model within the VDI environment.

Microland

DELIVERING COMPLEX IT SOLUTIONS

The client was looking for an experienced partner to help them clearly define parameters and roll out

enterprise-wide desktop virtualization, while maximizing operational efficiency and optimizing costs. Microland's successful decade long relationship with the client, its in-depth knowledge of operations, and virtualization expertise made it the ideal partner for the client.

Our team worked collaboratively with the client to identify answers to key questions related to defining service costs, identifying use cases, ensuring compliance, and enabling ideal support in an SLA model. In addition, we helped define the right user groups through user profiling.

Transformation

DEPLOYING A ROBUST SOLUTION TO VIRTUALIZE DESKTOP INFRASTRUCTURE AND TRANSFORM BUSINESS

The Microland team adopted a step-wise methodical approach to execute the project. We analyzed VDI use cases, defined VDI operationalization framework, services, guidelines and processes, and built these into a toolkit. We also created a service delivery model to implement a solution that enabled clearly defined VDI team structure and billing processes.

Some of the key activities included:

Defining SLAs for business units: Conducted in-depth analysis to assess readiness using our R-Assess framework. We also developed toolkits to gather the necessary information to gain insights into the requirements of each business unit. These included cost-benefit analysis, billing model, user profiling, project implementation, and employee satisfaction survey toolkits.

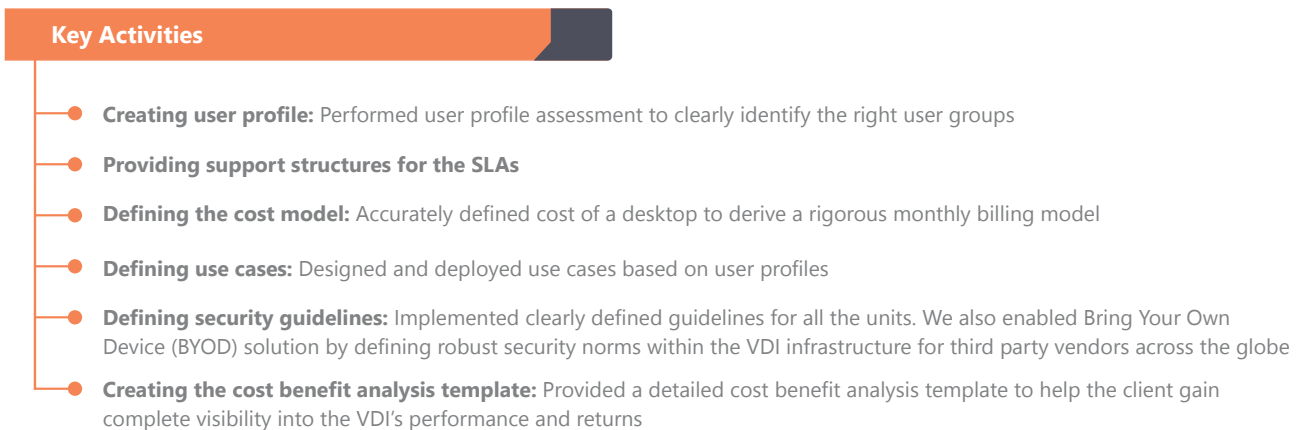


Figure 1: Key Activities

Outcomes

LAYING THE GROUNDWORK FOR EFFICIENT OPERATIONS

By partnering with Microland, the client achieved the following key benefits:



- Greater business agility and productivity
- An adaptable VDI operationalization framework that can be customized to specific requirements
- Enhanced business efficiency through optimum operationalization
- Quick and seamless roll out of the VDI platform by drawing upon an extensive array of toolkits

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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