Case Study 5

Customer Summary

Our client was founded in 1992, is a multinational telecommunications company headquartered in London, United Kingdom. The organization's standard for IT is to use virtualization as a key enabling technology and faced a challenge to transform their desktop computing model by enabling secure central desktop computing for their domestic and international users through a Virtual Desktop Infrastructure (VDI). This is the clients Workspace project.

Challenge

Moving to a VDI platform was an obvious and natural decision as it already had a mature virtual infrastructure and understood the technology. Our client was seeking a more cost effective way to deliver desktop services to its employees and wanted to enable flexibility and introduce consumerization via "Bring Your Own Devices" (BYOD) within the organization.

The key business drivers were to unlock our client from the costly 3 year hardware refresh cycle on all laptops and desktops and provide centralized management and support of the infrastructure. The overall project goal was aligned with an effective, fast and agile VDI platform.

Results

Vicos have delivered the following on behalf of VMware over the course of 2 years:

- Horizon View proof of concept
- VDI Assessment
- Horizon View design
- Horizon View Upgrade
- Reference Implementation Case Study

Since project launch, our lcient has completed the journey from project initiation, proof of concept, assessment, architecture and design, implementation, pilot to full production rollout.

With the VDI design implemented, our client has successfully migrated all 5,000 employees onto the production environment and support up to 4,100 concurrent users in a flexible, highly available environment with disaster recovery capabilities for 62 sites located in 14 countries from 2 datacenters. In addition to this, our client have realized the following benefits:

- Overall savings is now estimated to be 61% on hardware costs and 68% on maintenance cost over 4 years.
- Reduction in hardware/software setup time by 75% for contractor staff
- Significant success with integrating with application integration, reporting 40% quicker than usual deployment methods.
- Increase revenue opportunities for our clients customers in the workspace area.

- Login experience for European staff using VDI is consistently as good as UK staff.
- 29% of staff have improved their login experience by more than 15 seconds, with an average time of 60 seconds.
- Productivity benefits of deploying Microsoft Office.
- Enables more flexibility working across multiple devices
- Evidence to suggest productivity with VDI not impacted during the London Olympics or adverse weather conditions/transport strikes.

This is a major success story, to be able to appreciate significant financial savings and business benefits, and to be able centrally manage and support an effective virtual desktops environment in an effective and efficient manner.