Success Stories for Cloud Migrating Legacy Virtual Desktop Infrastructure
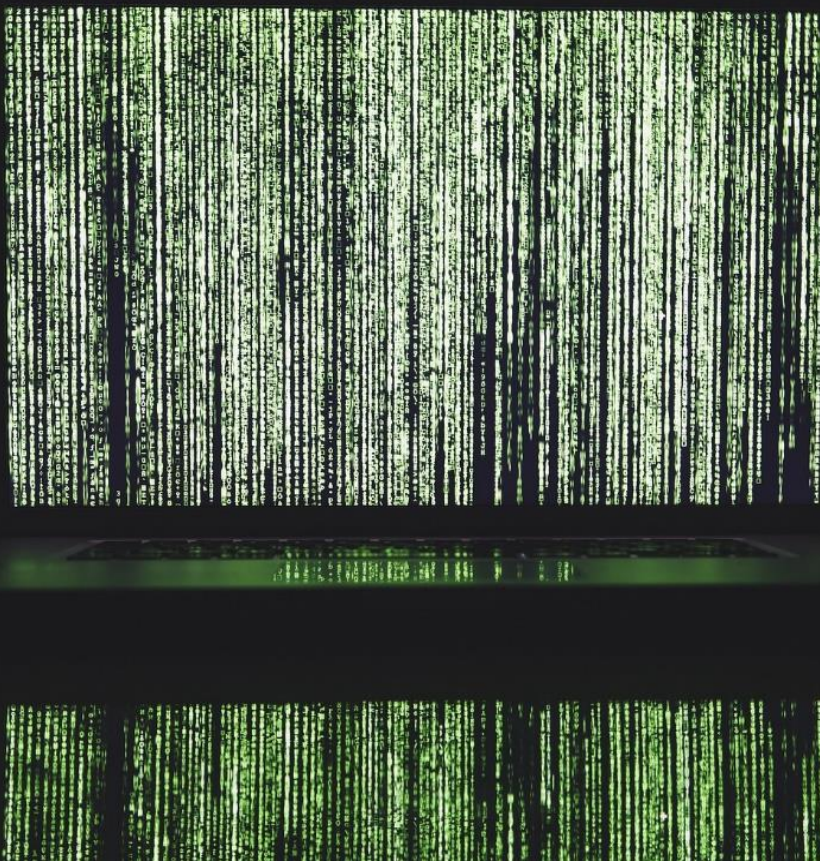
Augmenting the virtual desktop infrastructure

Client Background

- Client: A leading pharmaceutical company
- Industry: Healthcare
- Area of Operations: Global
- Products: Pharmaceutical products
- Number of Employees: in excess of 120,000

Challenge

The client had an existing legacy Virtual Desktop infrastructure (VDI) which had its own set of problems owing to its limited flexibility and scalability. The client was looking for flexibility to ramp up the number of users depending on business requirements. Business requirements vary a great deal owing to several enterprise level actions like mergers, divestitures, acquisitions, as well as workforce movement across regions. The client was facing user level challenges in the likes of performance and availability. Slow desktops and the inability to establish connection with other desktops especially from offshore locations created a major problem. The existing legacy architecture had to be shifted to a new VDI platform and upgraded to Windows 10 along with Office 365 for regulatory compliance as well as an augmented user experience.

Solution

The solution provider shifted the existing legacy VDI platform to Virtual Desk, a comprehensive desktop virtualization solution to simplify organizational challenges to core and set a pathway towards a more modernized workplace.

The transition or migration process began with the takeover of the existing solution which was handling 25,000 users in less than 10 weeks. It took a period of 6 months to enable the transition from 25,000 users to the new Virtual Desk.

The highlights of the migration process are:

➢ An opex model where usage billing is XenDesktop VDI/month or XenApp VM/month
➢ Increased agility and provisioning automation for time reduction

- Microsoft 365 Office integrated with VDI for an improved user experience
- Scalability increased to a potential of 50,000 plus customers
- Automated, end to end proactive end user experience which would be completely improve the overall performance and resource availability

Business Impact

The overall impact of the migration was significant in terms of the end user experience. The transition ensured secured access to data and applications along with regulatory compliance. Some of the significant benefits of Virtual Desk workplace transformational experience include –

- Increased business agility with reduction in desktop provisioning time from 2-3 weeks to less than 4 hours
- With the deployment of the predictive analysis and proactive monitoring framework, VDI user incidents were reduced considerably within 3 months
- Enabled the seamless transition of 10,000 plus new users from actual desktop to virtual platforms to deliver better business outcomes along with enhanced security/compliance