



Case study

Finance

Global bank VDI desktop transformation

8,000 desktops across over 300 locations and a seamless in-flight desktop upgrade proved the case for VDI on an enterprise scale



We partnered with: **vmware**

The customer

Global financial institution offering banking, investments, life insurance and retirement services to meet the needs of a broad customer base in over 50 countries.

The challenge

The customer needed to address multiple issues with a single solution. The existing desktop platform was out-dated from a life cycle and technology point of view, Windows XP was end of life, 70% of their hardware was over 3 years old and IT was receiving frequent complaints from users about performance, functionality and support.

Their stated future workforce model required flexibility and agility to cover 'anywhere, anytime, anyplace' in a cost effective delivery model.

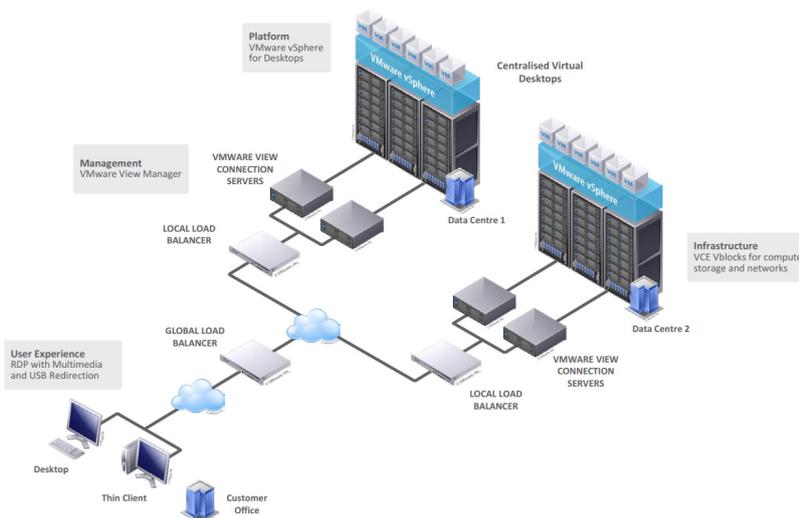
The solution

VMware View was selected to provide two VDI instances or 'Pods' over two datacentres on VCE Vblock's providing a fully centralised solution. Users were distributed across each View Pod by F5 BIG-IP global load balancers based on the client location.

A single parent image was created with common applications, and users were assigned a desktop with the ability to install additional applications via the existing Microsoft SCCM.

Wyse thin client devices were rolled out, but the View software client was also deployed to all existing PC's providing users the ability to access their virtual desktops. This allowed a phased migration whilst still providing hot-desking capability.

Workload simulation was used to model VDI loads on the Vblocks proving the ability to run 8,000 users in a disaster recovery scenario.



Project at a glance



Requirements

- Deliver a secure desktop environment with no user data stored on the desktop device
- Seamless desktop migration and session portability
- Delivery of 2000+ applications
- 100% datacenter failover
- Ability to run 8000 VDI users from within a single datacenter
- Enable desktop migration to Windows 7

Solution

- VMware View supporting 256 vSphere hosts
- 4 VCE Vblocks with 2 EMC VMAX SAN's
- 100% disaster recovery
- 8,000 desktops per View 'Pod'
- F5 BIG-IP load balancers
- Wyse thin clients

Results

- Significantly improved user experience, with reduction of logon times from 10mins to a few seconds
- Secure desktops and centralised data
- Ability to seamlessly hot-desk
- Active/active datacentres with near instantaneous failover
- Windows upgrade at a fraction of the cost and time of traditional modernisation



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Consultant commentary

“This was a great example of our proven approach to EUC on a large and distributed scale. Each customer will have their own unique challenges, and it is always Xtravirt’s quality-led method to identify and resolve these at an early stage rather than back-track or remediate afterwards”

Peter Grant, Director of Consulting, Xtravirt

The results



- Xtravirt’s core remit was to deliver the VDI solution stack and integrate it with the existing infrastructure. Guiding the approach, bringing together stakeholders and 3rd parties, and overseeing resolutions meant Xtravirt held a pivotal role in the project’s success
- Key outcomes of the project included a modular design which has since been successfully expanded well beyond the original 8,000 scope and across the globe. Increased end-user satisfaction and improved perception of the quality of the service, and a reliable, state of the art, scalable solution with a longer refresh cycle
- Hot desking was a corporate requirement, and any user had to be able to logon from any location. Retail branch users were experiencing performance issues with logon times, in some cases exceeding 10 minutes. The VDI solution allowed users to disconnect and reconnect sessions at different locations within seconds, eliminating the issue
- Windows XP was initially deployed, and once a Windows 7 image was available, the VDI architecture provided a seamless upgrade from Windows XP to Windows 7 without needing to revisit or replace hardware at the client sites.
- Due to timeframes and size of portfolio, application virtualisation was planned as a future project, so the existing solution was leveraged to deploy the applications onto dedicated desktops. This did not come without challenges, however it was a good example of where ideal theoretical solutions met real-world scenarios. This solution successfully resolved the application delivery issue in the short term allowing breathing space to develop a longer term application virtualisation solution

About Xtravirt

Xtravirt is a leading, independent provider of enterprise virtualisation solutions. We deliver data centre, workspace and cloud transformational solutions to clients across public and private sectors, both in the UK and internationally.

Our consulting organisation is recognised globally for contributions to industry and community development which, combined with our astute management, methodology and proven track record, provide unsurpassed value to our customers.

Please visit our case study library at xtravirt.com where you can read more of our success stories.

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