



## Case study

Finance

# VDI modernises and accelerates market expansion

Leading global investor record keeping and transfer agency provider increases agility and scale by implementing virtual desktops

### The customer

This organisation is recognised as the world's leading provider of investor record keeping and transfer agency solutions on a BPO (business process outsourcing) and ASP (application service provision) basis. Its services are provided to a wide range of global collective investment, wealth management and platform clients. With 4,000 employees and 3,500 associates operating from the UK, Ireland, Luxembourg, Canada and Thailand, its market leading position in Canada, the UK and the USA is complemented by growing market share throughout the rest of Europe and the Asia-Pacific region.

### The challenge

The customer was in the process of on-boarding a large new client which required expanding existing staffing by 500 employees, and included additional complexities with equipment being deployed in a new office location, remote from their current IT infrastructure. The timescale to complete the initial project was 4-6 months. This virtual desktop solution would be the new gold standard for the entire business moving forward, and therefore had to be scalable in order to roll out in a second phase to the existing employee base. The solution also required supporting different types of worker roles, both internal and external.

Xtravirt was engaged by the customer due to their proven track record in delivering successful desktop transformation projects. Interviews and workshops during the selection phase had gained the customer's confidence through demonstrating Xtravirt's ability and experience to help shape the project, and deliver the required technologies.

### The solution

Xtravirt took responsibility for the technical leadership of the project and guided the customer through all stages from assessment, requirements gathering, purchase and deployment. This preparation work allowed the end-to-end design from hypervisor through to broker and desktop to be created and correctly delivered first time. Xtravirt's wide experience with multiple technologies allowed for easy integration of new technologies.

Xtravirt supported the infrastructure teams in the deployment of the solution, updating existing and designing new support processes for the new environment. Knowledge transfer workshops exposed the new technologies to all teams and role-based access control allowed tasks to be appropriately delegated, resulting in the ability to resolve many service tickets by first line teams.

Hosted virtual desktops were deployed to support resource isolation and cater for problematic applications, with the design structured to scale hosted shared desktops to provide a future migration capability and greater density, lowering total cost of ownership and improving recovery time.

The technical aspects of the project included:

- Nutanix Virtual Computing Platform, running in multiple Nutanix clusters in multiple sites, leveraging Nutanix DR, replication and data protection domains for virtual machine integrity and inter-site resilience
- VMware vSphere hypervisors providing integration with the customer's existing virtual platform

## Project at a glance



### Requirements

- Scalable VDI solution
- Short timeframe to onboard 500 new users

### Solution

- Citrix XenDesktop 7.5 with hosted shared and hosted virtual desktops
- Citrix Personal vDisks
- Microsoft AppV
- Wyse thin clients
- VMware vSphere installed on Nutanix NX-3460 blocks
- Nutanix Replication for Master Image management
- AppSense DesktopNow suite

### Results

- Business transformation successfully completed
- On-time deployment of hosted virtual desktop solution to initial requirement
- Agile VDI model delivered that can scale to over 10,000 desktops
- VDI benefits quickly realised, leading to continued roll-out to remaining internal and external users



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- Citrix XenDesktop 7.5 with hosted shared and hosted virtual desktops for internal users as well as external seamless application users
- Stateless and state-full desktops, with persistency delivered by Citrix Personal vDisks
- Machine Creation Services used for rapid initial deployment, a roadmap for PVS to be deployed providing greater image control/versioning and faster updates
- Microsoft AppV and Citrix Seamless Application delivery
- AppSense DesktopNow suite for user persona management
- Wyse thin clients and device management
- Remote Access integrated with existing NetScaler gateway deployment

### The results

A VDI solution was successfully installed that met the specific requirement to support immediate business growth by 500 staff in a short timeframe, and allow rapid scalability of the business in the future. This agility equated to being able to deploy up to 10,000 desktops on demand for future new business acquisitions. In the short-medium term the solution continued to be rolled out to a further 4,000 staff and into other country locations.

The adoption of a new Desktop Standard, with supporting processes in Active Directory, Anti-Virus and Systems management for both physical and virtual desktops facilitated a successful handover of the installation to the customer. This in turn meant that the benefits of VDI were quickly realised, including reduced operating costs, and in future reduced maintenance and refresh costs. This has become the new standard operating environment for all internal staff and external associates with access to their services.

### 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](http://xtravirt.com) where you can read more of our success stories.

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