



CASE STUDY

Microland enhances operational excellence for a UK based leading provider of Public Services through EUC Infrastructure-as-Code (IaC) VDI implementation

The client is an FTSE 250 company managing over 500 contracts worldwide related to Defence, Justice & Immigration, Transport, Health and Citizen Services. With an employee strength of over 50,000, the client operates globally across four geographies - UK & Europe, North America, Asia Pacific and the Middle East. The client operates as a large public sector organization listed on London Stock Exchange.

Business Challenge

While Windows Virtual Desktop (WVD) offers a basic virtual desktop and application platform, the client was looking to build an effective stack on top of it to meet to end user requirements and ensure effective management of infrastructure by IT. The client was looking for a cost-effective solution that is future ready. To address the challenge, the client wanted to implement Infrastructure-as-Code (IaC), such that it caters for a swift deployment and management of infrastructure without manual intervention. Some of the challenges that the client faced include:

- Extensive IT support time was spent on issue resolution and platform management
- High operational risk due to non-availability of systems resulting in productivity loss
- Expensive end user solutions leading to budget leaks
- Little to no documentation on involved dependencies on customer from vendor sites

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Solution

As a first of its kind project in EMEA, Microland managed the entire end-user computing infrastructure with a code across client estate. The engagement started during the pandemic to deliver Windows Virtual Desktop as quickly and efficiently as possible to facilitate the lockdown and pandemic situation across the EU region. With an operating model that combined remote and onsite service delivery, Microland deployed a digital workspace solution for 1500+ users across Europe through:

- Simple yet powerful automation of complex multi-tier IT application environments
- Developed DevOps methodologies to suit the future ready deployments
- Implementing Infrastructure-as-Code (IaC), catering to automated rapid deployment and management of infra without human touch on BAU maintenance tasks
- Effective Azure Stack built on WVD's application platform resulting in swift management of Infra by the IT team with reduced IT Costs

Benefits Delivered

Microland's comprehensive solution helped the client achieve improved business operations capabilities, including:

- Improved user experience (recorded through an official survey)
- Implemented Auto-Scale capability with an ability to scale up and down as needed
- A future-ready solution with fully automated image management
- Adherence to Azure Scaffolding best practices
- Optimal use of resources vs. high productivity index
- First-of-a-kind deployment within client environment leveraging Microland's IPs & Frameworks
- Reduced maintenance tasks, thereby reducing IT costs and improvising on effective use of IT's time

Outcomes



Microland is "Making digital happen" – allowing technology to do more and intrude less. Our solutions for Cloud and Datacenter, Networks, Digital Workplace, Cybersecurity, and Industrial IoT make it easier for enterprises to adopt NextGen Digital infrastructure. Microlanders throughout the world ensure this embrace of digital brilliance is predictable, reliable, and stable. Incorporated in 1989 and headquartered in Bengaluru, India, Microland has more than 4,500 digital specialists across offices and delivery centers in Asia, Australia, Europe, Middle East, and North America.

For more information visit www.microland.com or email us at info@microland.com