

Desktop as a Service (DaaS)

Use Cases in the Financial Services Industry

Use Case: Rapidly scale service coverage



The Business Need

Born-digital financial services enterprises' adoption of newer business models has put immense pressure on traditional financial services businesses. While legacy firms have responded in part by pivoting to an omnichannel strategy and investing in digital platforms, physical touchpoints remain a key service delivery mode. Establishing full-fledged physical touchpoints are, however, a capital and time intensive endeavor, especially in distant locations. Lower density of physical touch points is a detriment to the penetration of banking services in these areas.



DesktopReady Advantage

A VDI-enabled self-service kiosk is a viable solution to extend physical touchpoints to distant areas. Having a minimal footprint, it has lower capital and setup-time requirements, and paired with regularly required peripherals, it can be leveraged to deliver basic banking services such as account opening, cash disbursements, deposits, and check scanning. Unified Endpoint Management (UEM) enables centralized management, troubleshooting, and remote patching of software on the kiosk, while inherent data separation from the endpoint helps protect data loss and malicious platform access.



Benefits

- Improved financial inclusion
- Enhanced service delivery and customer experience
- Increased customer base
- Reduced IT management overheads

About DesktopReady

DesktopReady is a modern fully managed Desktop as a Service (DaaS) with built-in automation and monitoring that simplifies the delivery and management of cloud desktops for the unique needs of companies that want to spend less time on IT. Developed using Windows Virtual Desktop (WVD) infrastructure within the Microsoft Azure cloud, DesktopReady provides fully functional Windows 10 desktops that are easy to install, configure and ready within minutes. The highly secure cloud desktops are built on platforms that are PCI, HIPAA and SOC2 compliant and supported by 24/7 service desk and infrastructure monitoring. For more information about DesktopReady, visit www.desktopready.com

DesktopReady is brought to you by Anunta Tech Inc., a global leader in VDI and DaaS solutions. Visit us at www.anuntatech.com