

Desktop as a Service (DaaS) for the BPO Industry

Use Case: Build a more scalable business



The Business Need

Contact centers often need to add or move employees quickly in response to customer requests for new services or fluctuations in service demand.

Contact centers that rely on traditional IT infrastructure struggle to scale quickly due to the constraints of that infrastructure. Not only do they need to acquire new physical machines for new employees a process that can [take a number of weeks](#) but they must also provide each new computer with the software that the employee needs to complete his or her job.



DesktopReady Advantage

DesktopReady allows contact center businesses to deploy new desktop sessions in the cloud instantly whenever employees require them. It eliminates the need to acquire physical hardware to support new employees. It also simplifies desktop provisioning and setup because each virtual desktop environment can be configured as necessary through the cloud.

Just as important, contact centers can scale down their desktop infrastructure quickly if they experience a decline in workforce size. They are not stuck with desktops that they no longer need and have already paid for. With DesktopReady, businesses pay only for the desktops they need, when they actually need them.



Benefits

- Ability to onboard new employees quickly in response to customer requirements.
- Desktop infrastructure can be scaled down seamlessly if the workforce shrinks in size.
- Physical hardware purchasing pipelines and provisioning requirements are no longer roadblocks to business scalability and agility.

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

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