

Desktop as a Service (DaaS) for the BPO Industry

Use Case: Simplify IT systems and management complexity



The Business Need

In order to reduce management complexity and costs, contact center companies want to consolidate their IT infrastructure into as few systems as possible. This is especially important for contact centers that operate on a large geographic scale and maintain multiple locations.

In this regard, having to maintain some on-premises IT resources and some cloud-based services poses a challenge for contact center businesses. It bloats their IT footprint and reduces their agility while adding to the costs of IT resources and management services.



DesktopReady Advantage

DesktopReady allows contact centers to consolidate their key IT resources in the cloud. Their desktop sessions can run on cloud-based virtual machines alongside other assets, like cloud-based data.

Although certain resources may still need to be maintained on-premises, the bulk can move to the cloud, where they are highly available and can be managed from a central location.



Benefits

- Manage key IT assets from a single location in the cloud.
- Avoid the complexity of managing a hybrid IT architecture.
- Achieve lower total costs by consolidating all key IT resources in the cloud.

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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