

# Desktop as a Service (DaaS) for the BPO Industry

## Use Case: Keep systems secure and compliant with integrated security management



### The Business Need

Contact centers face strict security and compliance requirements, especially given the fact that many collect, process or store consumer data that is subject to special regulatory protections. Gartner includes standards and compliance on its [list of critical capabilities](#) for contact centers. To minimize the risk of security threats, businesses must ensure that their desktop infrastructure passes security audits and is regularly patched when security updates are released.



### DesktopReady Advantage

As a fully managed service, DesktopReady includes proactive security management and patching services as part of the core platform. Anunta automatically monitors for and addresses security vulnerabilities, while also ensuring that systems are kept up-to-date and protected against the latest threats.

At the same time, because DesktopReady consolidates all desktop infrastructure into a single, uniform platform, it reduces the security challenges that arise when businesses need to secure multiple types of systems that are configured in different ways. By reducing the variables in desktop infrastructure, DesktopReady also reduces security risks.



### Benefits

- Hands-off desktop security management with no extra fees.
- Systems are always patched and kept up-to-date without extra effort on the part of the customer.
- A uniform desktop infrastructure makes it easier to defend against security threats and enforce best-practice configurations.

### 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](http://www.desktopready.com)

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