



Insurance Industry

A large Indian life insurance provider leverages next-generation cloud-hosted virtual desktops to transform their computing infrastructure to spur productivity, improve performance, and service delivery

Engagement Background

The client is a large Indian life insurance provider. Established over 25 years ago, this institution delivers a gamut of products through its website and nationwide network of branches, partners, agents, and brokers. With emphasis on digital transformation to drive innovation in products and service delivery, the client has always been ahead of the technology adoption curve. When it was observed that a highly distributed computing environment was affecting process efficiency and employee experience, the client looked for a next-generation solution that could solve immediate concerns and serve as the backbone for their accelerated growth.

With desktop virtualization under consideration, Anunta stepped in with proven capabilities and demonstrated the versatility of a cloud-hosted computing platform that could help them build a truly people-centric solution, one that could resolve pressing issues and delivered superior benefits.

Client's business objectives	Attributes	Engagement objectives
Establish secure access to core business applications and ensure continuous compliance with industry regulations	 Regulatory compliance	Configure the inherent security guardrails of virtualization technology to transition to an always available, always secure, and always compliant desktop infrastructure
Build a resilient and scalable computing platform that enables the gamut of employees and contractors to discharge their duties effectively	 Workforce requirements	Deploy desktop infrastructure with right-sized configurations that would allow to meet fluctuating team sizes and business volumes. Architect a DR solution on cloud for seamless continuity during unplanned outages
Establish consistent device and location-agnostic performance for core business applications and platforms	 Performance expectations	Implement high performance, personalized, and latency-reduced virtual desktops for the insurer with high application availability
Rein in highly distributed IT infrastructure and establish centralized management of devices, user-access, and software	 System management	Leverage inherent UEM capabilities of desktop virtualization so that the IT organization has a single pane of glass view into all end user devices

Solution Overview

<p>Assess</p>	 <p>Business need</p> <p>Assess current platform architecture and application landscape to identify root-causes of performance gaps</p>	 <p>Anunta's solution</p> <p>Comprehensive landscape assessment including analysis of application performance, hardware configuration, user-personas, and review of security policies</p>
<p>Implement</p>	<p>Implement the architected technology mix in-line with best-in-class design tenets and deployment methodologies</p>	<p>Implementation of targeted strategies for the infrastructure foundation, superior user experience, centralized device management, and secure system access</p>
<p>Support</p>	<p>Ensure SLA bound resolution of user issues associated with the computing infrastructure</p>	<p>Implementation of an intelligent monitoring platform backed by Anunta's AIOps monitoring tool to preempt issues and recommend mitigative action</p>
<p>Design</p>	<p>Architect solution to ensure uninterrupted platform availability, low-latency application performance, and mitigation of identified issues</p>	<p>Crystallized design architecture based on due-diligence findings and identified a suitable technology mix</p>
<p>Migrate</p>	<p>Phased migration of over 1,500 branch employees to the new computing platform</p>	<p>High touch wave-based migration approach with iterative testing and persistent feedback loops for minimized service disruption</p>

Solution Details

Solutions

Assess

Taking cognizance of demands around application performance and platform security, Anunta executed a comprehensive assessment of the client's infrastructure and application landscape rooted in a mature and highly consultative approach

User persona analysis: Identification of user-personas, use cases, application groups, end user devices, peripherals, and working patterns

Operational analysis: Understand expected application performance metrics, network performance, user satisfaction scores, and system-management overhead

Business objective analysis: Charting of business roadmap, expected peaks in computing requirements, and business volumes

Key observations

System management: Sprawl of end user computing devices across branches resulting in large management overhead and longer turn-around-time (TAT) for service requests. Software patching and updates were tedious and caused network bandwidth degradation

User experience: Latency in performance of core business applications accessed over existing link connectivity. Degradation in performance of modern collaboration tools due to inadequate processing capacity

Scalability: Inflexibility in rapid addition of workforce due to manual desktop configuration

Data vulnerability: Distributed data storage on end-devices widening attack surfaces and potential for data loss

Access security: Contracted field sales staff had access to common desktops at branches with limited authentication posing a risk of data loss and malicious access.

Design

Leveraging outcomes of the due diligence, Anunta was able to architect a solution in-line with best-in-class architecture and technology standards.

Technology mix: Citrix XenDesktop implementation on Azure public cloud with desktops accessed across branches through thin clients

Network optimization: Use of Azure ExpressRoute and optimization of network architecture to support seamless branch user connectivity

Hardware configuration: Right-sizing of compute capacity to ensure high application performance and scalability

Disaster recovery: Creation of an active-active cloud-DR configuration in a separate Azure availability zone for business continuity during unplanned outages

Security guardrails: Optimization of firewall policies, antivirus policies and configuration of user data for security hardening

Business case analysis: Comparative study of current spend and estimated TCO on Azure, based on finalized service bouquet, optimized compute capacity and license rationalization

Solutions

A robust proof of concept (PoC) approach to design implementation

Anunta first deployed a limited landscape for 200 users on Azure. Successful implementation of the PoC helped validate the architecture and alleviate concerns around desktop and application performance

Implement

Anunta deployed the full-fledged foundation post-PoC with iterative testing for further design optimization and minimized service disruption

Device management: Implementation of unified endpoint management (UEM) to centralize management of devices, simplify patching and updates

User management: Establishment of robust profile management guardrails and configuration of organizational units (OU) as per group policies

User experience: Standardized virtual desktop images with packaged persona-specific application and peripheral access delivered through dynamic allocation

Scalability: Configuration of auto-scaling sets to meet cyclical peaks in compute demands

Migrate

Anunta chalked out a phased, risk-reduced migration plan cognizant of business considerations, complexity, and operational constraints. Anunta places heavy emphasis on end user experience, continually tracking satisfaction scores, and implementing remediation strategies to mitigate impact on routines.

Migration of user groups phased according to key branches, metro regions and remote locations

Continuous tracking of key performance indicators to benchmark and optimize VDI performance on an ongoing basis

User contact at timed intervals during migration to provide high-touch resolution of teething issues

Support

Anunta leverages its state-of-the-art intelligent operations platform to ensure consistent user experiences and lower times to issue resolution. AI-enabled monitoring of hardware capacity and platform performance enables proactive implementation of corrective action, greatly reducing ticket volumes

Anunta's EuVantage advantage

This environment is being supported by Anunta's EuVantage. This intelligent AIOps platform accelerates the migration process beginning with infrastructure and application discovery, all the way through to proactive hardware monitoring and issue mitigation. EuVantage simplifies service delivery and provides a granular, single pane of glass view into the entire environment.

Mounting an effective pandemic response

Faced with a sudden shutdown of workplaces as part of the government's pandemic response, Anunta quickly enabled remote access for the insurer's workforce. Implementation of two-factor authentication, capacity scaling and internet access was done overnight, helping ensure business continuity in the face of unprecedented adversity

Value Delivered

Better user productivity & experience

- Improved performance of core business applications and collaboration tools
- Improved salesforce productivity due to mobility enablement
- Advancement of collaborative working culture due to increased usability of collaboration tools

Boost IT efficiency

- Centralized endpoint management, patch management, and software deployment
- Significant reduction in mean times to issue resolution
- Improved system resilience due to active-active DR configuration
- Reduced TAT for the deployment of additional desktops

Improved business agility

- Optimized capital spending on computing devices due to implementation of thin-client based VDI access
- Improved security posture from centralized data storage, controlled system access, and robust profile management guardrails
- Optimized operational spend on infrastructure with pay-as-you-use subscriptions on Azure

About Anunta

Anunta is an industry recognized end user computing solutions provider focused on managed virtual desktops and digital workspace technology. We have successfully migrated close to 500,000 remote desktop users on cloud and have ensured 99.98% application delivery for enhanced workforce productivity and superior end-user experience.

For more information about Anunta, visit www.anuntatech.com



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.

Key Differentiators



Specialized VDI focus and deep domain expertise



Deep understanding of the client's VDI estate



Ability to port learnings from other engagements in Banking sector



Focus on outcomes vs effort

