Insurance Industry

A US automotive insurance provider achieves better order processing times and customer experience through desktop virtualization for its sales staff

Engagement Background

The client is an automotive insurance provider with operations spread across central and western US. Established over 25 years ago, the institution prides itself on its high-touch customer-centric service. With a highly dynamic sales team including partner associates and contractors, a large segment of customers was serviced at touch points closer to them. Order processing had to be done at wired physical desktops. As business grew, this started resulting in longer processing times and backlog. Associates had to work overtime during seasonal peaks to close out orders. The use of personal devices to record data also meant that data security concerns were mounting.

Anunta demonstrated the versatility of desktop virtualization technology that could help solve the immediate concerns and created a customized solution that would deliver key objectives.

Client's business objectives	Attributes	Engagement objectives
Deliver secure access to core banking applications and establish consistent device and location agnostic application performance	**Performance expectations**	Implement high performance, personalized, and lag-free virtual desktops for the insurance provider with high application availability
Ensure continuous compliance with federal industry regulations around customer privacy and data security	**Security enforcement**	Leverage 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 delivers reliable access and customized performance to employees and contractors	**Workforce requirements**	Implement desktop infrastructure that has the capacity to scale for concurrent user access, meet performance specifications, and provide peripheral access
Enable centralized management of computing devices and user access	**System management**	Inherent UEM capabilities of desktop virtualization and access guardrails to be configured so that the IT organization has a single pane of glass view to all end user devices

Solution Overview

	Business need	Anunta's solution
Technology implementation	Implement a technology mix that provides reliable desktop access and high application performance to a scalable group of employees and contractors	Executed VMware horizon implementation on-premise with a mix of persistent and shared virtual desktops. Anunta assessed and optimized hardware configurations to meet performance and scalability demands
Network configuration	Protect internal sales platforms, workflow applications, fraud detection systems and core banking applications from unauthorized and potentially malicious access	Anunta deployed a subnet on which all virtual desktops were hosted. Robust network configurations, trust zone implementation, DMZ and UAG deployment coupled with profile management ensured secure device-agnostic external access
User-profile design	Delivery of customized compute capacity, applications and peripheral access to different user groups	Anunta established robust profile management guardrails and executed clean-up and reconfiguration of organizational units (OU) to adhere to the client's group policies. Pools of persistent and shared desktops with differing compute capacities and operating systems were created. Anunta also created highly-customized Gold Patterns for rapid desktop replication
Migration and support	Rapid migration of 150 users and SLA-bound resolution of technology issues	Executed a high touch, phased migration with persistent feedback loops ensuring minimal disruption. Anunta implemented its state-of-the-art intelligent operations platform, EuVantage, to ensure superior user experiences and reduce MTTR. AI-enabled monitoring of capacity and performance enables proactive action, greatly reducing ticket volumes

Going the extra mile

Anunta places heavy emphasis on user-centricity and on empowering outcomes. During the course of this engagement, when an unforeseen vendor hardware failure knocked the client's authentication service offline, Anunta quickly architected an alternative. This helped mitigate significant business impact and Anunta's efforts were very appreciated.

Anunta's EuVantage advantage

This engagement was seamlessly executed supported by Anunta's EuVantage. This intelligent AIOps platform accelerates the migration process and enables proactive hardware monitoring and issue mitigation. EuVantage simplifies service delivery and provides a granular, single pane of glass view into the entire environment.

Value Delivered

Better user productivity & experience

- Enablement of employee mobility through device and location-agnostic access
- Latency free access of CBS & CRM applications

Boost IT efficiency

- Single pane of glass view of the IT landscape
- Streamlined user management through profile-based guardrails
- Reduction in mean time to issue resolution

Improved business agility

- Quicker onboarding of contractors based on business demand
- Improved security posture from controlled system access and up-to-date software versions
- Improved average order processing times resulting in better customer experience

anunta®

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

anunta® DesktopReady

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