



## Banking Industry

A large bank unlocks productivity, innovation, and business value through desktop virtualization

### Engagement Background

The client is one of India's largest private sector bank serving retail, commercial, consumer, and corporate banking segments. The bank's existing IT infrastructure was struggling to cope with new business challenges and evolved ways of working. As the client was deliberating over transformation levers to achieve the next level of growth, the need for a resilient, agile, and secure desktop infrastructure was imminent.

The breaking point for the bank came when it lost access to one of its main offices owing to a delay in regulatory approval. The crisis was the last straw for the bank as it embarked on the journey to modernize its desktop infrastructure to allow its workforce to work from home or any other location. The client, buoyant by the support provided by Anunta and the expected benefits of virtualization technology, wants to create the next-generation desktop infrastructure that would help it achieve the following business objectives:

Client's business objectives	Attributes	Engagement objectives
Support ever-evolving user and business needs	 <p>Performance expectations</p>	Implement high performance, personalized, and lag-free virtual desktops for the bank with high application availability
Ensure continuous compliance with industry and geography regulations	 <p>Regulatory compliance</p>	Leverage the inherent security benefits of virtualization technology to transition to an always available, always secure, and always compliant desktop infrastructure
Promote ubiquitous (anywhere, anytime, any device) access to the workplace for the geographically-distributed workforce	 <p>Workforce requirements</p>	Adopt location-agnostic remote desktop infrastructure for the geographically-diversified workforce operating from headquarters and various bank branches
Accommodate the rapidly evolving IT stacks from mergers, acquisitions, and divestitures	 <p>Business needs</p>	Embrace a scalable and agile desktop infrastructure to aid the firm's multifold growth strategy (organic and inorganic)

## Solution Overview

<p><b>VDI foundation</b></p>	 <p><b>Business need</b></p> <p>Modernize the bank's desktop infrastructure to improve application availability and data security</p>	 <p><b>Anunta's solution</b></p> <p>Implemented an end-to-end VDI infrastructure comprising Persistent, Non-persistent, Hosted Shared, and Remote desktops</p>
<p><b>Contact center modernization</b></p>	<p>Eliminate recurring issues such as call drops, system crashes, fluctuating application performance, and WAN blackouts</p>	<p>Replaced existing VoIP systems with a fully managed VDI solution, with integrated voice and data capabilities to improve application availability &amp; performance</p>
<p><b>Other services</b></p>	<p>Proactively eliminate productivity and experience bottlenecks through continuous improvement initiatives</p>	<p>Implemented multiple solutions around cloud-based VDI, smart monitoring, automation, disaster recovery, and network management within managed services construct</p>
<p><b>Service personalization</b></p>	<p>Personalize desktop infrastructure across all user groups to improve user productivity &amp; experience</p>	<p>Personalized user desktops by customizing various user group parameters such as support SLAs, active directory policies, network routing schemes, and profile images</p>
<p><b>Incumbent takeover &amp; merger support</b></p>	<p>Ensure seamless integration of desktop infrastructure post-merger of the client with another multinational bank</p>	<p>Replaced the struggling incumbent of the merged entity to standardize the VDI estate and ensure seamless amalgamation with the client's environment</p>

## Solution Details

### Solutions

#### Technology initiatives

#### VDI foundation

Anunta created a right-fit desktop infrastructure by leveraging a mix of desktop virtualization technologies such as persistent Hosted Virtual Desktops (HVDs), non-persistent HVDs, Hosted Shared Desktops (HSDs), and Remote Desktop Session Host (RDSH)

Ensured critical and secure VDI access across functions such as branches, contact centers, treasury, loan processing, and business support

#### Process initiatives

Chalked out a phased, risk-free implementation approach that carefully sequences the use cases and business processes to be targeted based on relevance, complexity, and operational constraints. The phased adoption approach facilitated the decision to scale up or course-correct based on their outcomes

Anunta's disruption-free approach to service delivery allowed it to proactively identify performance bottlenecks and remediate them

#### Technology initiatives

#### Service personalization

Anunta leveraged its deep domain expertise and technical prowess to create persona-specific desktops conforming to predetermined configurations with customized access to applications/resources. To achieve this, following user group characteristics were recognized

**Treasury:** Considered as power users, the treasury user group requires high-speed, fault tolerant access to core treasury applications and currency/stock market data. Any lag or interruptions in accessing the remote desktop during trading hours could lead to a significant financial downside

**Remote Branches:** Need reliable and uninterrupted access to a wide range of core banking applications. Unlike home offices, the VDI infrastructure for remote branches needs to be robust to accommodate low network bandwidth constraints

**Contact Centers:** Need high availability, robust desktop infrastructure that minimizes user disruption and improves user productivity. The VDI infrastructure needs to combine disruption-free approach to remote desktops with 24X7 availability

**IT support:** Considered as knowledge users, IT personas require fine control over the sprawling IT environment with role-based access to applications, data and user accounts. They also need to access multiple applications simultaneously with focus being on reliability and performance

**Software Developers:** Need secure access to highly customized development environments and specific applications. Tight security measures were needed to detect and disallow any unauthorized access to application and platform code

#### Process initiatives

Conducted an upfront due diligence phase to identify user-specific needs and pain points

Anunta onboarded each user groups by creating a tailored and distinct set of profile images, active directory policies, network routing schemes for each individual group to transition them to the newly virtualized environment

Initial pilot on ~300 users to stress test the reliability of the solution

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

## Solutions

Technology initiatives

### Call center modernization

**Intelligent VDI system:** Anunta proposed an intelligent VDI system for contact center to replace the existing VoIP systems that were marred with performance and reliability issues. The intelligent VDI infrastructure integrated voice and data delivery in a virtual desktop environment, providing improved throughput, performance, and user satisfaction

**Soft phones:** Replaced physical phones with soft phones, installed natively at the Linux-based endpoint reducing device procurement and maintenance cost

Process initiatives

Application delivery as a service: Anunta took an outcome-based approach to service delivery as the client only needs to track associated IT and business metrics, while Anunta takes end-to-end ownership and accountability of design, build, migrate, and on-going maintenance of the VDI infrastructure

Technology initiatives

### Cloud-based VDI

Windows Virtual Desktop (WVD) implementation to equip the client with a modern cloud-based VDI solution. The solution allows ubiquitous access to workplace with the built-in security and compliance of Microsoft Azure

Process initiatives

Anunta played a key role in implementing cloud-based VDI (WVD) in client's environment. It facilitated upfront strategy sessions to clear apprehension and queries around cloud-based VDI and followed it with a successful proof of concept on ~100 users

## Value Delivered

### Better user productivity & experience

- End User Satisfaction of 81% and NSS score is 72
- 80% reduction in incident-to-user ratios
- 54% reduction in mean time to resolution

### Boost IT efficiency

- 90% reduction in effort associated with software deployment
- 13% improvement in end user system availability
- Single pane of glass view of the IT landscape

### Improved business agility

- 85% reduction in power consumption compared to desktops
- 11% reduction in transaction times for the treasury function
- Quicker onboarding of additional workforce

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

DesktopReady is brought to you by Anunta Tech Inc., a global leader in VDI and DaaS solutions.

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Anunta surpassed expectations on every front not only demonstrating that integrated voice and data deliver can be achieved in a virtual desktop environment but also reduced capex and resolved issues of peak hour quality of service.

– VP, IT Services

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## 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**

