



Banking Industry

One of India's oldest commercial banks centralizes its desktop infrastructure and streamlines application delivery to support its exponential growth trajectory

Engagement Background

The client is a large Indian private sector bank established over 70 years ago. Emphasizing on inclusive growth, the bank delivers a gamut of new-age products and services nationwide through multiple digital and physical channels. Pursuing an aggressive growth strategy, the bank was expanding its physical presence across locations at an accelerated pace. This was augmented by the roll-out of multiple cutting-edge platforms targeted at streamlining service delivery. However, scaling a distributed IT landscape across branches was proving to be a challenge and the presence of non-centralized banking applications and databases meant that concerns around data security and compliance were also mounting.

With proven leadership and numerous successfully executed engagements for peers in the Indian banking industry, Anunta was able to recommend and build a solution that delivered on key client considerations and would serve as the backbone for their ambitious growth plans.

Client's business objectives	Attributes	Engagement objectives
Establish high platform availability and seamless application performance for core banking systems across distributed end locations and devices	 <p>Performance expectations</p>	Deploy right-sized, personalized and latency-reduced virtual desktops on a network optimized platform for high application availability
Ensure secure access to core banking applications across access points and establish platform compliance with industry regulations	 <p>Regulatory compliance</p>	Establish an always available, secure and compliant desktop computing platform leveraging the inbuilt security guardrails of virtualization technology
Architect a highly resilient and scalable computing platform that supports new technological paradigms and rapid growth cost effectively	 <p>Business considerations</p>	Implement desktop infrastructure that had the capacity to scale to meet increasing number of end users and growing locations
Centralize a highly distributed end-user computing landscape including users, devices, applications and business data	 <p>System management</p>	Transition all applications & data to a VDI platform for optimized delivery and configure inherent UEM capabilities for centralized management

Solution Overview

<p>Assess</p>	 <p>Business need</p> <p>Assess current platform architecture and application landscape to identify client-specific nuances</p>	 <p>Anunta's solution</p> <p>Comprehensive landscape assessment including baselining of application performance, hardware configuration, and user-personas</p>
<p>Implement</p>	<p>Implement the architected technology mix in-line with best-in-class design tenets and deployment methodologies</p>	<p>Parallel deployment of architected foundation and iterative testing to ensure minimal disruption, superior user experience, 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>Proposed design architecture should scale seamlessly and deliver device and location-agnostic high application performance for branch employees</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 1000 branch employees to the new computing platform</p>	<p>High touch wave-based migration approach with persistent feedback loops and automated configuration-checklist validation resulting in minimal disruption</p>

Solution Details

Solutions

Assess

Anunta executed a comprehensive due diligence exercise rooted in a mature and highly consultative approach to understand client's specific needs and constraints. Hardware configurations, user profiles, application mixes, and software parameters were baselined to ensure the best solution fit.

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

Infrastructure analysis: Baselining of hardware configuration, network configuration, storage types, hypervisors, and OS versions

Business objective analysis: Charting of business roadmap, expected peaks in computing requirements, biztech goals, and technology implementation pipeline

Operational analysis: Stakeholder meetings to understand expected application performance metrics, user satisfaction scores, and systems management overhead

Key Inferences

The client had aggressive business expansion plans to multiple rural locations with potentially spotty network access

Presence of databases and applications hosted on in-branch servers used in day-to-day operations

Integration of a new centralized core banking system being implemented would be necessary

Sprawl of end user computing devices at branches with business data being stored locally

Design

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

Technology mix: Desktop virtualization implemented on Anunta's cloud for optimization of operational expenses

Network optimization: Network reconfiguration & bandwidth optimization for seamless branch user connectivity

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

Infrastructure configuration: Inclusion of multiple operating system builds to avoid application incompatibility

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

Security guardrails: Configuration of firewall policies, antivirus policies and profile management for security hardening

Solutions

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

Anunta first deployed a limited landscape for 800 users belonging to a new branch. Iterative testing and intelligent monitoring platforms helped validate the architecture and refine configurations for superior desktop and application performance across locations

Anunta's EuVantage advantage

Anunta's EuVantage platform supported the seamless deployment and stabilization of the client's new platform. This intelligent AIOps platform accelerates the migration process beginning with infrastructure and application discovery to custom stress test simulations, including proactive hardware monitoring and issue mitigation. EuVantage simplifies service delivery and provides a granular, single pane of glass view into the entire environment.

Going the extra mile

When regulators directed that banks immediately fortify their transaction processing systems in response to a cybersecurity incident, Anunta quickly created an isolated platform for the client. With restricted user access and stringent security guardrails, this solution helped the client remain compliant and secure

Implement

Anunta deployed the full-fledged foundation post successful PoC helping reduce post-migration issues

Parallel deployment of platform infrastructure to first integrate the new core banking system (CBS), transition existing data and applications

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

Implementation of unified access gateway (UAG) to secure access of core banking systems through external networks

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

Close collaboration with hardware vendors, network vendors and CBS engineering teams for seamless platform integration and rollout

Migrate

Post infrastructure deployment and stabilization, Anunta executed a phased, risk-reduced migration plan for over 1000 branch users. Placing heavy emphasis on end user experience, Anunta continually tracked satisfaction scores and implemented remediation strategies to mitigate impact on their routines

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

High-touch resolution of teething issues through user contact at timed intervals during migration

Creation and dissemination of extensive support documentation and staff training sessions to ease platform transition

Termination of existing infrastructure executed post user-migration, user acceptance testing (UAT), and sign-off

Support

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

Value Delivered

Better user productivity & experience

- Delivery of consistent platform performance and over 99.98% availability for core business applications
- Improvement in end-user experience and productivity due to location-agnostic access and device-mobility enablement

Boost IT efficiency

- Centralized endpoint management, patch management and software deployment resulting in effective utilization of IT effort
- Improved system resilience with implementation of an active-active DR configuration
- 90% reduction in incident-to-user ratios against industry standards
- Significant reduction in issue-volumes due to intelligent monitoring and resolution

Improved business agility

- Optimized operational spend on infrastructure with pay-as-you-use subscriptions on Anunta's cloud
- 25% reduction in cost of application-delivery per user
- Improved security posture from centralized data storage and application delivery

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

