







Banking Industry

A US financial services provider leverages desktop virtualization on cloud and on-premises to build a highly resilient and compliant digital workplace

Engagement Background

The client is a large financial services provider in the US, delivering a gamut of personal and business banking solutions. Established over 20 years ago, this institution emphasizes on innovation in technology and products to provide highly personalized services to its clientele. With their current workplace platform reaching end-of-life, the client was looking to build a next generation solution that was resilient, secure and scalable to spark innovation and improve customer-service delivery.

Anunta was chosen to design and architect this solution. Backed by deep domain expertise and technological prowess, Anunta went about building and implementing a solution that would deliver on key business considerations, performance demands, compliance requirements, and security aspects.

Client's business objectives	Attributes	Engagement objectives
Build a future-ready desktop platform leveraging the latest technological paradigms to be the backbone of bank's growth	 <p>Technology adoption</p>	Establish a cloud footprint for the desktop infrastructure and demonstrate the dual-benefits of the cloud-desktop virtualization technology mix
Ensure continuous compliance with federal regulations and provide secure access to core banking systems	 <p>Regulatory compliance</p>	Leverage 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 can deliver uninterrupted environment availability and high performance	 <p>Performance expectations</p>	Implement high performance, personalized, and lag-free virtual desktops for the bank with high application availability. Architect a DR solution on cloud for business continuity during unplanned outages
Identify outdated platform-software components and undertake mitigative action	 <p>System management</p>	Eliminate all outdated software components to reduce vulnerabilities and leverage benefits of newer features and vendor support

Solution Overview

<p>Platform up-versioning</p>	 <p>Business need</p> <p>Identify outdated software and infrastructure components and initiate corrective action</p>	 <p>Anunta's solution</p> <p>Comprehensive assessment of platform components and identification of outdated elements. Iterative update process with intermittent testing to minimize incompatibility and service disruption</p>
<p>Migration</p>	<p>Time bound migration of 150 users to the new computing infrastructure foundation</p>	<p>High touch wave-based migration approach with persistent feedback loops to preempt performance gaps resulting in minimal routine disruption</p>
<p>Cloud foundation</p>	<p>Establish cloud footprint for a future-ready desktop platform to foster product and process innovation</p>	<p>Establishment of a greenfield cloud foundation for disaster recovery using best-in-class design tenets and cloud native services</p>
<p>Support</p>	<p>Ensure SLA bound resolution of post-migration 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 mitigation</p>

Solution Details

Through a custom adoption package, Anunta demonstrated its deep domain expertise, technological prowess, and process maturity for a rapid, end-to-end implementation and support of a modern, scalable and resilient computing platform.

Solutions

Platform up-versioning

Anunta executed an extensive assessment of platform components to identify unsupported and outdated elements posing potential security risks and regulatory non-compliance

- **Updated technology mix:** Deployment of VMware Horizon 7 on-premise with a mix of dedicated and floating pool of desktops built on Windows 10 images. RDSH app farms were implemented for seamless virtual delivery of core banking systems
- **User profile & access management:** Configuration of VMware Dynamic Environment Manager (DEM), WorkSpace One Access and cloud pod architecture (CPA) integration for secure and authenticated platform access. High-availability unified access gateway (UAG) was deployed for seamless external connectivity

Cloud foundation

Anunta architected a DR solution for the client's virtual desktop platform leveraging AWS public cloud. Anunta implemented best-in-class design tenets and cloud-native services to build a highly-resilient business continuity option.

- **Technology mix:** VMware cloud on AWS with instant clone (IC) pool of desktops. Cloud pod architecture (CPA) was configured for disruption-minimized user access in the event of failure
- **Compute scaling:** Instance right-sizing and scaling configuration for an estimated 20% yearly growth in user volumes
- **User access management:** High-availability unified access gateway (UAG) for seamless external access

Migration

Anunta chalked out a phased, risk-mitigated migration plan in cognizance of the client's business considerations, complexity, and operational constraints. Anunta places heavy emphasis on end user experience, working closely with them, continually tracking satisfaction scores and implementing remediation strategies to mitigate impact on daily routines.

- Commencement of migration after platform validation and acceptance testing (UAT) by end-users
- 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.

Solutions

Support

Anunta leveraged its state-of-the-art intelligent operations platform to ensure consistent user experiences and lower times to issue resolution for a 90-day post migration period. AI-enabled monitoring of hardware capacity and platform performance enabled proactive implementation of corrective action, greatly reducing ticket volumes.

Anunta's EuVantage advantage

Anunta was able to update on-premise software components and successfully build a greenfield cloud footprint for DR in an impressive four months supported by EuVantage. This intelligent AIOps platform accelerates the migration process beginning with infrastructure and application discovery to custom stress test simulations, 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.

Value Delivered

Better user productivity & experience

- Up to 50% reduction against targeted system log on times
- Reduced disruption from unplanned outages due to active DR implementation
- Significant reduction in mean time to resolution of post-migration issues

Boost IT efficiency

- Significant improvement in system availability
- Single pane of glass view into multi-environment IT landscape
- Reduced time to DR deployment

Improved business agility

- Improved business continuity from active-active DR implementation
- Optimized spending on DR with pay-as-you-use subscription for cloud resources
- Improved security posture from up-to-date software versions and continued vendor support
- Potential to leverage the public cloud foundation for product and process innovation

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

