



Healthcare Industry

A healthcare business process management services provider leverages desktop virtualization in creating a highly resilient next-generation digital workplace for its agents

Engagement Background

The client is a leading provider of Business Process Management (BPM) services, helping some of the largest names in the US healthcare domain. Established 20 years ago, the firm has clients across industries and presence in India, US, UK, and the Philippines. It delivers transformational solutions that reimagine business processes, improve efficiencies, deliver deeper insights, and superior outcomes. When part of the infrastructure supporting their US healthcare operations was at the end-of-lease and nearing a refresh cycle, the client looked to Anunta in building a new environment that would enable improved user experiences in a seamless and scalable environment.

With extensive knowledge of the client's IT landscape and technological prowess, Anunta assessed several alternatives and implemented a right-fit solution that delivered superior user experience and high performance in a secure and compliant manner. Anunta executed a seamless transition of the computing environment for over 2500 users while being fully cognizant of some key business considerations.

Client's business objectives	Attributes	Engagement objectives
Establish superior user experience, seamless access and performance-on-tap for agent's workflow applications	 <p>Performance expectations</p>	Implement performance-validated, latency-free virtual desktops for the client's agent workforce
Ensure environment compliance with HIPAA regulations and HITRUST certification, and establish secure access modes	 <p>Regulatory compliance</p>	Configure inbuilt security guardrails of cloud and virtualization technology to enable an always secure and compliant computing platform
Architect a scalable and resilient platform that enables secure home and hospital access, and improves workforce agility	 <p>Workforce requirements</p>	Architect a desktop platform with right-sized hardware and scaling configurations to support varying workforce demands
Build a future-ready desktop platform on the latest technology to improve service delivery and support new growth trajectories	 <p>Technology adoption</p>	Establish a greenfield foundation on cloud leveraging existing desktop virtualization technology and execute a zero-downtime migration

Solution Overview

<p>Due Diligence</p>	 <p>Business need</p> <p>Assess current computing environment to identify client-specific nuances and business considerations</p>	 <p>Anunta's solution</p> <p>Comprehensive platform assessment including analysis of application performance, hardware configurations, and user landscape</p>
<p>Implementation</p>	<p>Architect solution for superior platform performance and implement on cloud with best-in-class design tenets and deployment methodologies</p>	<p>Establishment of a greenfield cloud foundation for VMware cloud on AWS, right-sizing of instances, and VPN configuration for enhanced user experience and secure access</p>
<p>Migration</p>	<p>Execute phased and time-bound transition of over 2500 users to the new computing platform</p>	<p>Parallel deployment of architected foundation and iterative testing followed by high touch wave-based migrations to mitigate risks</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 mitigation</p>

Solution Details

Solutions

Anunta is a strategic partner to the client in managing their IT environment. As incumbent, Anunta was able to leverage its deep knowledge of the landscape and industry in creating a highly customized solution.

Due Diligence

Anunta executed a comprehensive study of the current VMware-based platform and several alternatives with business cases before identifying the best-fit solution. Some key considerations stood out

Given the highly ubiquitous nature of the client's business and direct impact on revenue, migration timelines and service disruption had to be kept minimum

In a landscape of over 2500 agents accessing the environment over home and hospital networks, around 35% did so concurrently

Overheads associated with managing the current computing environment was significant with long turnaround times for capacity enhancement

Business applications were latency-sensitive and choked network bandwidth during peak hours

Any solution implemented had to be HIPAA compliant and certified for healthcare regulations

Implementation

Based on assessment findings, Anunta architected a customized solution leveraging AWS public cloud. With best-in-class design tenets, Anunta was able to build a highly resilient and scalable computing platform

Technology mix: VMware cloud hosted on a greenfield AWS foundation for instance flexibility, simplified transition effort, and replication of existing governance policies

Compute sizing: Instance right-sizing and scaling configuration for improved efficiency and performance

Networking: VPN and firewall configuration, and right-sizing of data pipes for secure and faster cloud connectivity

Migration tooling: VMware HCX for live migrations, seamless data replication, and zero service disruption

Migration

Anunta executed a phased migration plan around the client's business considerations and operational constraints. It was able to mitigate risks and ensure seamless transitions by batching users and through robust stakeholder management. With heavy emphasis on end user experience, Anunta continually tracked satisfaction scores and implemented impact-remediation strategies

Replication of desktop clusters on VMware Cloud on AWS parallel to the existing environment and validation of system performance through throughput analysis prior to migration and cutover

Continuous tracking of performance metrics to optimize desktop performance

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

Solutions

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 and greatly reduces ticket volumes

Anunta's EuVantage advantage

Anunta was able to successfully build a greenfield cloud footprint on AWS and transition over 2500 users in an impressive five months supported by EuVantage. This intelligent AIOps platform accelerates the migration process with asset discovery capabilities and custom stress test simulations. Through proactive hardware monitoring and issue mitigation, end-user experience is vastly improved. EuVantage also simplifies service delivery and provides a granular, single pane of glass view into the entire environment.

Value Delivered

Better user productivity & experience

- 20% improvement in agent productivity
- Improved performance of agent workflow applications
- Significant reduction in mean time to issue resolution

Boost IT efficiency

- Significant improvement in system availability
- Single pane of glass view into computing landscape
- Reduced turnaround time for capacity augmentation

Improved business agility

- 35% TCO reduction compared to the on-premise environment
- Enhanced business continuity from automated cloud-based DR
- Improved regulatory posture from out-of-the-box HIPAA compliance
- Optimized spending on computing infrastructure with pay-as-you-use subscriptions for cloud resources
- Improved organizational agility from quicker on-boarding of agents
- Potential to leverage public cloud as the foundation for innovation and adoption of new technology paradigms

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



Focus on outcomes vs effort

