Healthcare Industry

A large healthcare service provider leverages cloud-hosted virtual desktops to right-shore platform development while remaining compliant with data residency regulations

Engagement Background

The client, a large healthcare services provider in the US, was leveraging the support of multiple offshore systems integrators to develop and manage its sprawling application landscape. In a bid to optimize capital expenditure on end devices while complying with strict data privacy and residency regulations, the engineering platform was hosted on cloud and accessed globally through VDI. However, erratic desktop performance, low system availability, and scalability issues were hampering productivity.

With unresolved high priority issues mounting and productivity levels dropping, the client looked for a partner who could reengineer and redeploy the desktop infrastructure to boost performance and availability. Anunta stepped in with proven credentials of building highly resilient and reliable platforms and set about identifying and resolving the multiple issues plaguing the current environment.

Client's business objectives	Attributes	Engagement objectives
Establish consistent desktop performance for different environments and associated integrated development environment (IDE) applications	Performance expectations	Implement high performance, personalized, and lag-free virtual desktops for the engineering team with high application availability
Ensure continuous compliance with federal data privacy and residency regulations and ensure secure access to engineering platforms	Regulatory compliance	Leverage the inherent security guardrails of virtualization technology to deploy an always available, always secure, and always compliant desktop infrastructure
Build a resilient and scalable computing platform that can enable offshore staff globally to discharge their duties effectively	Workforce requirements	Deploy desktop infrastructure with right-sized configurations that would allow scaling to meet fluctuating team sizes and resource demands
Resolve configuration drift of virtual desktops and enable centralized device and user management	System management	Build persona-customized desktop images and leverage inherent unified endpoint management (UEM) capabilities to rein in desktop sprawl

Solution Overview

	Business need	Anunta's solution
Assess	Assess current platform architecture to identify root cause of performance impediments	Comprehensive design assessment including load tests, image analysis, policy reviews, and application performance simulations to identify inadequacies
Implement	Implement the redesigned technology mix in-line with best-in-class design tenets and deployment methodologies	Parallel deployment of rearchitected foundation and iterative testing to ensure minimal disruption, superior user experience, and secure system access
Support	Ensure SLA bound resolution of hardware issues post migration	Implementation of an intelligent monitoring platform backed by Anunta's AIOps monitoring tool to preempt issues and recommend mitigative action
Redesign	Redesign solution to ensure uninterrupted platform availability and low-latency application performance	Rearchitected architecture and reconfigured platform parameters based on assessment findings and iterative end-user testing
Migrate	Time bound migration of 800 engineering users to the new computing infrastructure foundation	High touch wave-based migration approach with persistent feedback loops and automated checklist validation for user environment configurations resulting in minimal disruption

Solution Details

Solutions	**Assess** Anunta executed a comprehensive assessment of the infrastructure design rooted in a mature and highly consultative approach. Hardware configurations, user profiles, application mixes, and security policies were reviewed to understand design inadequacies **User persona analysis:** Identification of user-personas, use cases, access locations, application groups, and productivity levels **Architecture analysis:** Simulations on hardware components, network components, and application performance **Configuration analysis:** Analysis of desktop images, application packages, firewall policies, antivirus policies, network and data configuration **Operational analysis:** Meetings to understand current & expected application performance metrics, unresolved ITSM issues, and user satisfaction scores **Business objective analysis:** Charting of business roadmap, expected peaks in computing requirements, and business volumes
Key observations	User productivity levels had dropped to ~30% due to erratic system availability and application latency Vulnerability due to the absence of security policy hardening Lack of standardized desktop images and application packaging resulting in configuration drift User groups needing access to integrated development environment (IDE) applications had high computing requirements Limited platform scalability due to existing hardware configuration User groups included developers, testers and application architects
	Redesign Leveraging outcomes of the design assessment, Anunta was able to rearchitect a solution in line with best-in-class architecture and technology standards **Infrastructure deployment:** Clean redeployment to mitigate identified inadequacies in system configuration and performance **Technology mix:** VMware Horizon implementation on IBM Softlayer with floating and dedicated pools of virtual desktops **Network configuration:** Logical separation of networks based on environments for granular data access control **Security guardrails:** Optimized firewall policies, antivirus policies and reconfiguration of user data **Desktop standardization:** Creation of persona-standardized images with customized application packs, elimination of non-essential native applications and services. Creation of traditional and instant clone (IC) images for seamless desktop replication

![anunta logo]

Solutions

Implement

Anunta executed a targeted implementation of mitigation strategies for identified gaps and improvement in user experience

Parallel deployment of platform infrastructure and iterative testing of use cases to validate hardware configuration and eliminate service disruption post-migration

Rightsizing hardware capacity to meet fluctuating workforce scalability demands

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

Implementation of two-factor-authentication and key management system (KMS) integration for secure platform access

Migrate

Post infrastructure deployment and stabilization, Anunta executed a phased, risk-reduced migration plan for 800 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 VDI performance on an ongoing basis

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

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

Support

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

Anunta's EuVantage advantage

The client landscape was rebuilt and stabilized in four months supported by Anunta's EuVantage. This intelligent AIOps platform accelerates the migration process beginning with infrastructure and application discovery 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

- Improved user productivity from enhanced platform availability and application performance
- Significant reduction in mean time to issue resolution

Boost IT efficiency

- Centralized device and user-access management
- Improved platform scalability due to streamlined desktop replication
- Significant improvement in system availability
- Elimination of high-priority platform incidents

Improved business agility

- Optimized utilization of existing client investment on cloud subscriptions
- Quicker scaling of engineering teams to meet product and platform time to market demands
- Optimized spending from right-shoring of engineering services
- Improved security and compliance posture from optimized security guardrails

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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