



Banking Industry

A US banking services provider achieves better application performance, scalability, and centralized device management through desktop virtualization resulting in greater agility and service delivery assurance

Engagement Background

The client is a large banking services provider in the US specializing in auto loans. Established in 1991, this institution delivers its services nationwide online as well as through a network of 32 locations. As business grew, employees at branches, contractors, and contracted workers along the value chain started experiencing degradation in application performance of the core banking systems. Apart from productivity loss, this created a visible impediment to service delivery. A highly distributed computing landscape also meant that centralized control and device security concerns were mounting.

The client identified desktop virtualization as the technology that could help alleviate these concerns. Realizing the importance of a well architected solution, they turned to Anunta to have their vendor-recommended architecture validated and implemented. The virtual desktop solution needed to meet and exceed some key objectives.

Client's business objectives	Attributes	Engagement objectives
Establish consistent application performance for core banking applications across distributed end locations	 <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 regulations and secure access to core banking systems	 <p>Security enforcement</p>	Leverage the 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 enable contracted workforce to discharge their duties effectively	 <p>Workforce requirements</p>	Implement desktop infrastructure that had the capacity to scale the number of end users that can concurrently access their workspaces
Rein in highly distributed end-user computing devices and established centralized management	 <p>System management</p>	Inherent UEM capabilities of desktop virtualization to be deployed so that the IT organization has a single pane of glass view to all end user devices

Solution Overview

<p>Validate</p>	 <p>Business need</p> <p>Assess proposed design architecture to validate resolution of recurring issues and realization of expected operational benefits</p>	 <p>Anunta's solution</p> <p>Comprehensive design assessment including custom load tests, user concurrency, and application performance simulations to identify inadequacies</p>
<p>Implement</p>	<p>Implement the validated technology mix in-line with best-in-class design tenets and deployment methodologies</p>	<p>Implementation of targeted strategies for the infrastructure foundation, superior user experience, centralized device management 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 to provide access and deliver high application performance for employees and contractors</p>	<p>Crystallized design architecture based on assessment findings and identified a suitable technology mix</p>
<p>Migrate</p>	<p>Time bound migration of 650 users to the new computing infrastructure foundation</p>	<p>High touch wave-based migration approach with persistent feedback loops and automated checklist validation for user environment configurations resulting in minimal disruption</p>

Solution Details

Solutions

Validate

Anunta executed a comprehensive assessment of the proposed infrastructure design rooted in a mature and highly consultative approach. Backed by intelligent platforms, Anunta simulated standard and exceptional use cases to stress test individual technology stacks.

User persona analysis: Identification of user specific nuances, application groups, network access modes, end user devices peripherals, and average log on times

Architecture analysis: Custom stress and load testing simulations of all hardware components, network components, user concurrency, and application performance

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

Business objective analysis: Charting of business roadmap, expected peaks in computing requirements, and business volumes

Key observations

System management: Sprawl of end user computing devices across branches resulting in large management overhead. Patching and OS updates were tedious and resulting in bandwidth degradation

Hardware configuration: Under provisioned hardware capacity in proposed design with simulations predicting performance degradation

User experience: Latency in performance of core banking systems (CBS) accessed over existing link connectivity and internet. Long log-on times resulting in significant loss of employee productivity

Scalability: Inflexibility in adding contracted workforce due to hardware scalability constraints

Design

Leveraging outcomes of the design assessment, Anunta was able to recommend changes in-line with best-in-class architecture and technology standards.

Infrastructure reconfiguration: Addition of capacity to mitigate identified inadequacies in system performance and scalability

Technology mix: VMware Horizon implementation on hyperconverged infrastructure with a mix of persistent and shared virtual desktops accessed through thin clients

Network optimization: Optimization of network architecture to support branch user connectivity and concurrent delivery of voice and data streams for the contact center users

Solutions

Implement

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

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

User management: Implementation of unified access gateway (UAG) and trust zones to secure access of the core banking systems by branch workers and external contractors

User experience: Standardized virtual desktop images for contractors, branch users, contact center and credit department employees with packaged persona-specific application and peripheral access. Targeted reduction of log-on times by 45%

Scalability: Deployment of additional hardware capacity to meet workforce scalability demands during business peaks

Migrate

Anunta chalked out a phased, risk-reduced migration plan in cognizance of business considerations, complexity and operational constraints. Anunta places heavy emphasis on end user experience, continually tracking satisfaction scores and implementing remediation strategies to mitigate impact on their routines.

Enforcement of a cooldown phase post each wave to stabilize, observe and correct configuration issues.

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. Well-advertised support lines, proactive action, and quick resolution times instill confidence among users

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, greatly reducing ticket volumes

Anunta's EuVantage advantage

This engagement was seamlessly executed over an impressive 90-day period supported by Anunta's 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

- Significant reduction in mean time to issue resolution
- Reduced employee system log-on times
- Improved application performance

Boost IT efficiency

- Significant reduction of patch management and OS update efforts
- Significant improvement in system availability
- Single pane of glass view of the IT landscape

Improved business agility

- Reduced cost of hardware refreshes due to implementation of thin-client based VDI access
- Quicker onboarding of additional workforce
- Improved security posture from controlled system access and up-to-date software versions

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

