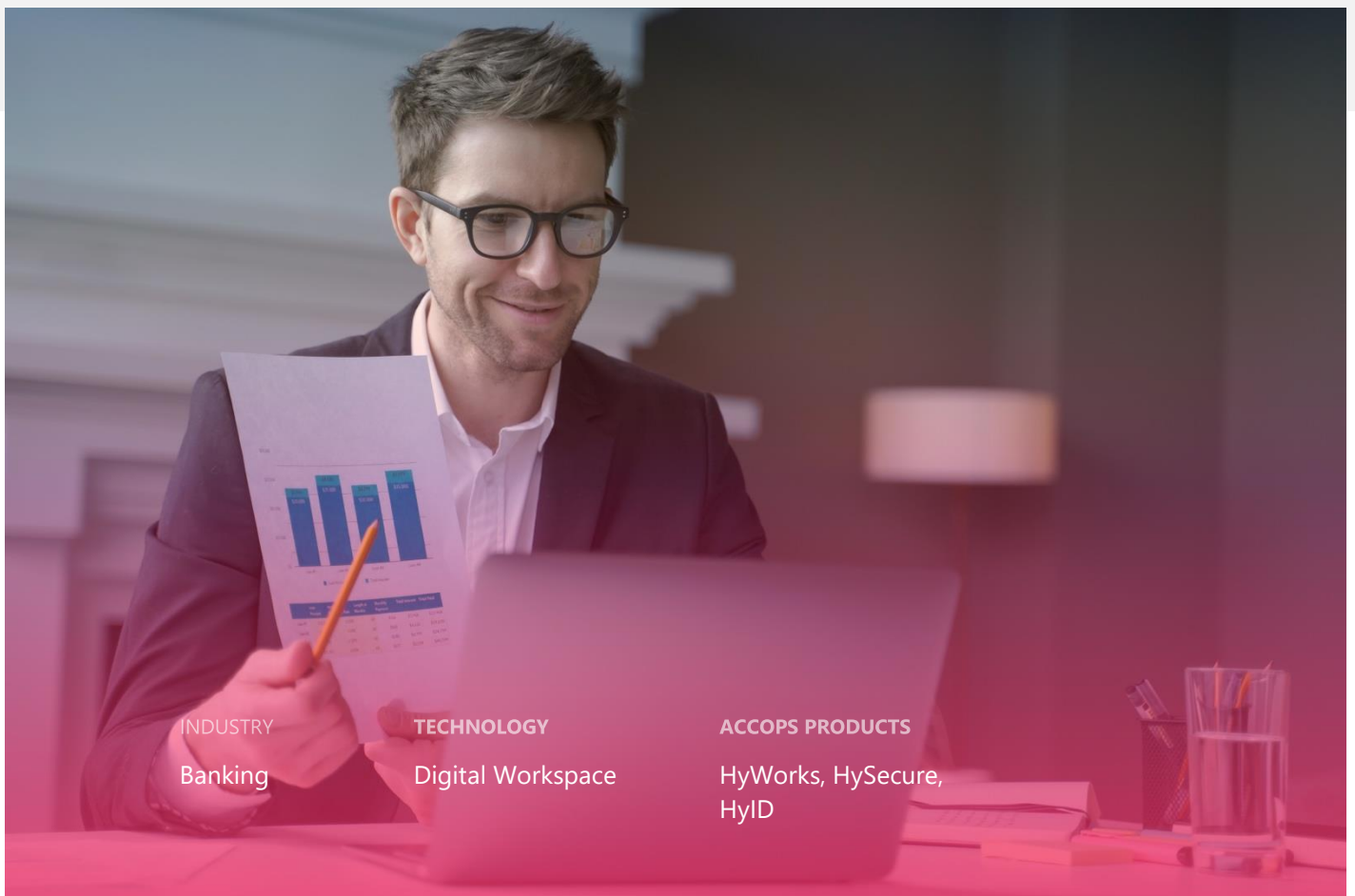


# How Accops aided a large pvt. sector bank to set up a secure hybrid workspace

Enabling the bank to deliver a seamless experience to employees and end-users while accessing banking applications and resources from anywhere.



### About the Client

Customer is one amongst the top 5 private sector banks in India. The Bank offers the entire spectrum of financial services to customer segments covering Large and Mid-Corporates, MSME, Agriculture and Retail Businesses.

The Bank has a large footprint of 4,758 domestic branches (including extension counters) with 10,990 ATMs & 5,972 cash recyclers spread across the country as of 31st March 2022. The Bank has 6 Virtual Centers with over 1,500 Virtual Relationship Managers as of 31st March 2022.

### Business Context for Work from Home

As was the case with all enterprises, the Bank too was faced with the risk of business disruption caused by the outbreak of pandemic and the lockdown that followed. The Bank had to deliver its core banking services to its customers by overcoming unprecedented challenges, requiring continuity of all back office and corporate operation with same service levels as before Covid19. Though banking was classified as an essential service, the working from office was no longer a possibility considering safety of the workforce. Even a small scale infection in back office and corporate IT team can have significant impact on ensuring smooth IT infra operations and cause disruptions in customer service.

The need of the hour, while ensuring the safety of its employees, was to deploy a solution that provided seamless and anywhere access to critical Banking IT infrastructure, applications and resources without compromising security.

This would mean that the Bank now had to take some radical approaches with regards to its IT service delivery which required putting across a design that would help provision and control workspaces that are no longer within the boundaries of a secure perimeter.

The solution was to be designed in a way to cater to diverse requirements and use cases of the Bank's corporate workforce comprising back office teams, delivering core banking services, support functions, like HR, Finance & IT, application developers, and third-party vendors spread across multiple locations in India.

## Initial engagement and scale up

The Bank started working with Accops back in 2017, when the Accops solution was deployed on premise only for management users and key IT executives to provide secure access to critical Banking IT infrastructure, applications, and resources. Around 3000 users had access to resources remotely as work from home has never been the norm in banking industry. Then came the Covid-19 pandemic and consequent lockdowns, prompting the Bank to roll out work from home to many users to ensure business continuity and uninterrupted banking services for customers.

Overnight, the requirement was increased from 3000 users to 25,000-odd users. Accops team tirelessly worked to scale up the setup alongside bank infrastructure and network teams to make sure that the set up could handle a concurrency of around 10,000 users (based on the available on-premises infrastructure) without downtime.

To further scale up, the Bank decided to go on cloud (i.e., Azure) and Accops managed to enable another 15,000-odd users to work from home, from Azure setup. The goal was to distribute users across multiple setups, avoid a single point of failure & plan for disaster recovery at the same time.

## The solution

The key technical requirements that were identified by the Bank to successfully transition to a work from anywhere model were as following:

- Virtual desktop infrastructure to deliver a familiar workspace experience to employees and end-users while accessing banking applications and resources remotely.
- Zero trust-based access management capabilities
- Multi-factor authentication
- Data leakage protection
- Encryption of traffic between user location and bank's resources
- Ability to scale up and scale down depending upon the changing business and pandemic scenario.

The VDI-based Digital Workspace model was chosen by the bank, considering the following benefits:

1. Long running tasks like EOD processes work fine without any network interruptions
2. All critical applications work fine irrespective of fragile Internet connectivity of end user
3. All data remains within the data center
4. Vendors could use non-bank provided laptops (BYODs) and can work from home networks
5. Application support for end users is reduced as VDI provides an IT controlled environment
6. Bank network and applications are isolated from all Endpoint originated cyber threats

Accops **Digital Workspace suite**, comprising of **HyWorks, HySecure, and HyID**, was chosen as the solution for securely delivering remote access to virtualized applications and desktops.

Accops team worked with infrastructure and network teams on a war footing to create the setup to enable 30,000+ users.

## Value delivered by Accops

Accops Digital Workspace Suite provided the Bank with an integrated solution suite to meet the requirements of virtualized application and desktop delivery, Zero-trust-based access gateway, Client VPN, and multi-factor authentication for private and SaaS applications, providing a unified experience for the users while accessing the solution. This also eliminated overheads for the Bank stakeholders in terms of evaluating multiple products, their integration, management and thus fast-tracking the complete technology selection process and subsequent rollout.

# 10000

Concurrency

# 15000

On cloud

# 40000

Work-from-home users

Accops solution was deployed both on-premises as well as cloud. So, a single team could provide a hybrid infrastructure, giving the best of on-premise setup as well as highly flexible cloud infrastructure.

Accops ensured that users have the same interface and functionality irrespective of where they are logging in from. This gave immense benefits to the Bank's IT team to move users around the different setup providing high resilience for any temporary disruptions in network or IT infrastructure.

The MFA and ZTNA integrated VDI service from Accops ensured that there are fewer components from multiple OEMs and that ensured that rollout is quick and support issues are resolved faster.

The complete VDI and remote access infrastructure is managed by Accops L2 and L3 team providing all required skill set to the bank so that best practices are followed, and the bank could drive value out of the investment quickly.

Accops team ensured that whole infrastructure became live within days of pandemic hit. Accops team also brought lot of expertise in best practices about how to setup VDI and manage VDI, ensuring end user problems are minimized, issues are resolved quickly. Even though Accops team is the product OEM, its managed services team ensured working as the central anchor to coordinate across bank teams and other OEMs.

Accops is a Microsoft Gold Partner and part of the Microsoft Cloud Solutions Provider program. Accops platforms come with out-of-the-box integration with Azure IaaS and PaaS. Value-added features like policy-based power management of VDI VMs, VDI environment using Accops Reporting server, user productivity monitoring, endpoint compliance checks, web-based granular management, support for Microsoft Teams A/V optimizations, FSLogix App attach, and so on help simplify the overall management and reducing TCO of the service.

## Benefits to the Bank

- The bank can continue to deliver all customer services without any disruptions in back-office operations and IT infrastructure due to pandemic and lockdowns.
- The bank can provide flexible work location for its employees thus ensuring their safety and contributing towards preventing the spread of pandemic

- With zero trust-based access and advanced data security features built into the solution, the Bank can rest assured of protecting business-critical data while supporting new ways of working
- Seamless transition to a future proof solution that is cloud-enabled and always available
- Bank could plan ahead in reducing cost of operations by reducing office leasing costs and allowing flexible remote work options
- Bank employees could save 3-4 hours of travel, putting most of the saved hours into work, while having better work life experience.
- Vendors could securely work from anywhere, allowing faster project execution
- Bank could enable BYOD devices, reducing the need to buy thick PCs and maintaining them
- Dependency on on-premises infrastructure is removed by using Cloud infrastructure, giving dynamic scale up or scale down flexibility as business grows.



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#### **About Accops**

Accops enables secure and instant remote access to business applications from any device and network, ensuring compliant enterprise mobility for business users while keeping governance with the organization.

