

A leading IT Services Providers uses Accops DaaS to **reduce OpEx by 25% & ensures BAU** during Covid-19 crisis

Industry: IT Services

This leading IT services provider applies next-generation technology to help enterprises transform businesses globally. Customer centricity is foundational to their business. Their unique service transformation approach help enables businesses to stay ahead in a changing world. They have more than 60 offices spread across the globe with delivery centers in India, China, Australia, Japan, North America and Europe.

“Accops facilitated cost reduction and provided the most efficient delivery of business applications by providing a comprehensive solution. We are now able to provide the most secure remote access to our corporate applications, with an easy-to-manage infrastructure.

- The IT Services Provider

Challenges

- High cost per user due to lack of expert resources to manage VMs hosted in Azure cloud
- Potential risk of disruptions in operations as users switched to work from home in haste
- Data security concerns posed by users accessing corporate data remotely using home network and personal devices
- Concerns about regulatory issues due to lack of visibility and control on endpoints and users' activities

Solution

- Application & Desktop Virtualization for secure access from any device
- Secure access to corporate applications, data from anywhere, anytime
- Instant, secure access to virtual applications/desktops for BYOD users

Benefits

- Reduced OpEx by about 25%
- Ensured BAU as users could seamlessly switch to work from home during Covid-19
- Improved productivity as users could work using any device and network
- Avoided business risk & security risk with better control over endpoints, built-in DLP features & detailed audits and logs



Business requirements

- Creating and managing dedicated VDIs on Azure
- Auto power on/off VMs on need basis to reduce costs
- Auditing and detailed reporting of user log-ins and other activities
- Enabling secure contextual access for remote users & BYOD users
- Data leakage prevention by blocking copy-paste, screenshot, etc.
- Strict multi-factor authentication

The IT Services Provider had adopted Microsoft's latest offering Windows Virtual Desktop (WVD) from Azure for its employees. The objective was to virtualize & deliver desktop apps from a centralized location and run critical apps in an isolated environment, hiding them from users' devices.

But though Microsoft offers a simplified Windows 10 virtual desktop infrastructure, the IT Services Provider was facing challenges in optimizing cost per user and ensuring a secure environment for its employees working from home.

As Azure charges on the basis of usage of each virtual machine (VM), the Company needed a way to automatically shut down the VMs when not in use to reduce overall operational expenses.

With the Covid-19 pandemic situation requiring employees to work from home, the IT Services Firm was also looking for a secure access gateway to make sure that business users had seamless access to the required tools anywhere, anytime and on any device to perform efficiently, without compromising critical data and undermining compliance requirements.

Moreover, the Company needed additional features like auditing and detailed reporting of users' logins and other activities.

Thus, the Company think-tank wanted a comprehensive solution that would help them reduce the overall TCO on Azure, alleviate their data security concerns, help them manage the existing VMs and enable seamless scalability in foreseeable future



The Solution

- HySecure: Zero Trust Application Access Gateway

The IT Services Firm rolled out the feature-rich Accops solutions, enabling secure Desktop-as-a-Service for office as well as work-from-home users.

With Accops solutions, the Company could enjoy the benefits of full-blown Virtual Applications & Virtual Desktops in an enterprise environment. While Accops' intelligence and automation helped them create and manage VMs on Azure with ease, Accops Application Access Gateway ensured access to corporate resources in a zero-trust environment, without network bridging or providing access to intranet.

Moreover, Accops-enabled VDI in a USB device empowered work-from-home users to get instant, secure remote access to virtual apps and desktops, from unmanaged devices. Using Accops' hardened Live OS, user can boot any device into a secure read-only OS that is free from any keylogger or malware. The built-in security features create a container in the user's device to restrict data copy, control user's activities and limit access to Internet.

Using Accops solutions, the Company empowered its remote users, secured all endpoints to seamlessly continued critical business operations during the Covid-19 crisis and reduced OpEx by about 25%.