

RAPIDLY ADAPTING TO REMOTE WORKING

FINANCIAL SERVICES FIRM EMPOWERS EMPLOYEES TO WORK FROM HOME DURING COVID WITH CITRIX SOLUTION FROM COMPUTACENTER

CHALLENGE: Coping with Covid

When Covid-19 hit, companies had to redesign their entire workplace strategy overnight as employees relocated to work from home. In the Financial Services sector, where every minute of downtime can impact profitability, IT teams had to think fast.

This organisation had to equip 2,500 users to work from home as quickly as possible. From brokers and asset managers to customer service agents, employees that were used to working from desktop computers within the confines of the office suddenly needed to securely continue with their jobs from home.

With uncertainty around how long the lockdown restrictions would last, the financial services firm needed to safeguard productivity and security, while keeping the project cost-effective. The solution also needed to be scalable so the company could add more users as and when needed.

SOLUTION: Enabling remote access to office-based desktops

To address this challenge, the firm turned to Computacenter for help. As its existing managed service provider, Computacenter was already supporting 9,500 users across various devices and technologies.

Computacenter quickly came up with a Virtual Desktop solution that leveraged the firm's existing hardware and infrastructure, extending its current Citrix licences to enable remote PC capabilities. Fast-tracking the project, Computacenter was able to start delivery within just two weeks, rather than the usual six.

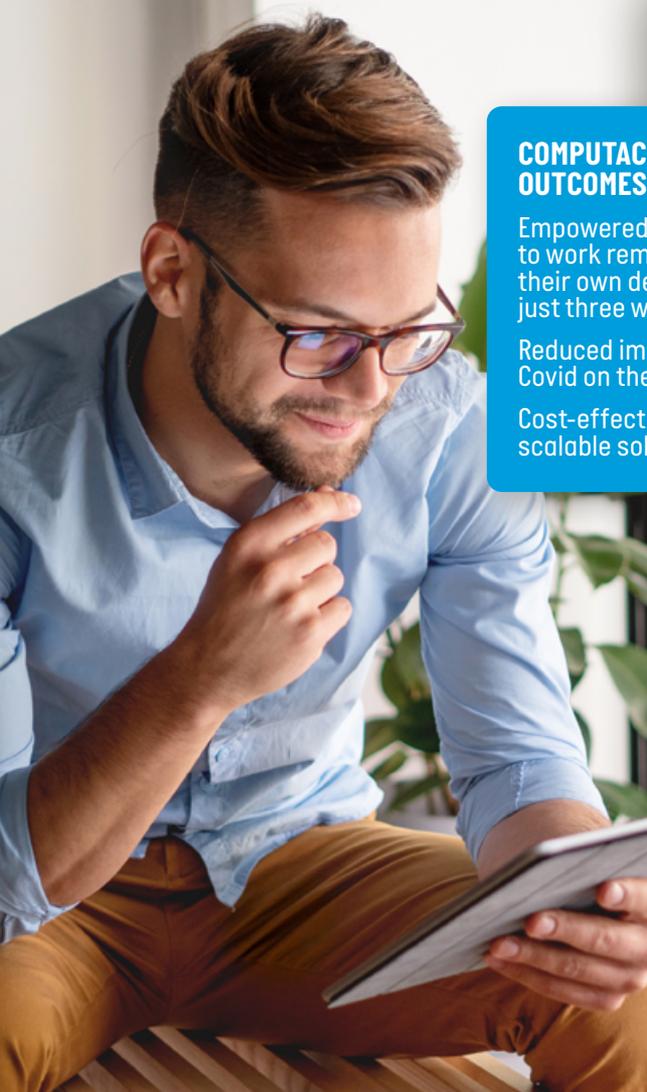
Based on Citrix Virtual Apps and Desktops and Citrix Gateway, the solution enables users to securely connect to their existing desktop in the office from their own device at home, or anywhere with an internet connection.



COMPUTACENTER SERVICES/SOLUTION:

Designed remote working solution based on Citrix Virtual Apps and Desktops.

Providing ongoing support to ensure users stay connected.



COMPUTACENTER OUTCOMES:

Empowered 2,500 users to work remotely using their own devices within just three weeks.

Reduced impact of Covid on the business.

Cost-effective and scalable solution.

CONTINUED...

At the same time, the Citrix technology enables existing desktop and laptops to be managed and accessed remotely without the need for expensive datacenter hardware. Citrix Gateway provides secure authentication and connectivity to protect corporate and user data.

The project required a rapid and flexible response from teams across Computacenter, including solution architects to design the solution, project management to coordinate testing and engineers to provide support.

To help the firm's users establish and maintain connectivity, Computacenter provides a three-tier support model. Firstly, the team created self-serve resources to empower users to set up their devices themselves. The team is also providing a mobile engineer in the region to assist users, and two based in the office to fix desktops should they go down.

Following the success of the project, the customer has engaged one of Computacenter's Citrix experts under a six-month contract to complement its internal team.



OUTCOMES:

Maximising productivity, minimising costs

With Computacenter's help, the organisation achieved its goal of enabling 2,500-plus users to work securely from home in just three weeks from initial conversation to project completion.

By taking advantage of existing technologies and Citrix licensing, the company was able to avoid the costs and complexities of purchasing and shipping new hardware. The solution is highly scalable, so the customer can add up to 2,500 additional users if, or when, needed.

The ability to use familiar devices to access work desktops ensures a good user experience and minimised disruption and downtime. As a result, employees have been able to continue to work productively, safeguarding business continuity, customer service and profitability for the firm.