

COVENANT TECHNOLOGY PARTNERS CASE STUDY

Security &
Infrastructure



BUSINESS PROBLEM

Customer's Call Center and Support customer with 6000+ employees using RDS and Citrix across 15 physical datacenters hosted by Rackspace, and other datacenter hosting providers. Customer had an existing Azure tenant used to deploy many other applications and wanted to leverage the platform more.

RDS/Citrix was an aging solution that didn't support Teams Enterprise Voice Optimization and was becoming costly due to the dispersion across multiple datacenters, multiple vendors, quantity of server roles deployed for solution, RDS licensing, and Citrix licensing along with the replacement lifecycle of physical servers. Customer was experiencing difficulties with expansion and finding datacenters that could host locally and quickly ramp up/down as needed.

Customer had a secondary requirement for a virtual desktop solution that could integrate call center application and Microsoft Teams on same virtual desktop.

OUR OBJECTIVE

Our objective was to meet the customer's requirements for simplifying virtual desktop deployment, integration with Teams Voice, allow expansion, ramp down quickly, and reduce per user costs.

OUR SOLUTION

Our overall solution was to strategically migrate customer virtual desktops to a Microsoft Azure Virtual Desktop Windows 11 solution that provided media optimization for Microsoft Teams for Enterprise Voice and Video experience.

Working with customer, we were able to deploy Azure Virtual Desktop to specific Azure regions closest to office locations for fastest response. In some cases, this was accomplished with new subscriptions in an existing Azure tenant and in others a new Azure tenant and subscription.

THE RESULTS

By migrating customer to Microsoft Azure Virtual Desktop, we were able to meet or exceed all requirements.

- **Replace an aging solution** - Azure Virtual Desktop provided a true Windows 11 experience, globally available solution that drastically reduced deployed architecture, maintenance, patch management, and no longer needed to manage hardware lifecycle replacement programs.
- **Allow quick expansion and provide access as close as possible to users as new locations are** - Azure Virtual Desktop data storage is available in 7 countries and 60+ regions.
- **Reduce licensing cost and complexity** - With Azure Virtual Desktop you only need purchase one of many appropriate Microsoft 365 licensing option that includes AVD use rights. AVD is licensed per user and allows customer the option to quickly add or reduce as needed.
- **Reduce per user costs/TCO** - By utilizing AVD there is only the need to deploy "session hosts" and dismisses the need for broker, application, and other server roles that RDS/Citrix required. Implementation of "right-sizing" logic, autoscaling plans to manage virtual desktop host "spin up" and "spin down" functions based on agent sign-ins, and implementation of Azure VM reservations with CSP partner we were able to drastically reduce total cost of solution.