

# Minnesota's ReliaFund adopts Microsoft WVD to streamline productivity

Since 2001, ReliaFund Electronic Payment Services has been perfecting the art of electronic payment processing. With a focus on security and customer service, their platform has everything you need to process any type of payment faster and easier than ever before.

As with many businesses recently, ReliaFund shifted their workforce to home offices while providing an easy to use, secure, stable, and streamlined work environment. The challenge was to ensure that

all remote employees had the ability to securely access corporate resources, line of business applications, and Microsoft Teams that they utilized heavily. They also required the same performance as they did while at the ReliaFund offices.

Beyond Impact was able to design and implement the Microsoft Windows Virtual Desktop (WVD) solution to provide, and in some cases, exceed ReliaFund requirements.



## AT A GLANCE

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**Customer:** ReliaFund Electronic Payment Services    **Country:** United States, MN

**Website:** <https://www.ReliaFund.com>

**Industry:** Payment Processing

**Customer Size:** [Size & # of employees]

**Products and Services:** Electronic Payment Services



# Beyond Impact, ReliaFund, & Microsoft Windows Virtual Desktop (WVD)

## Customer Challenges

ReliaFund Electronic Payment Services is a leading payment processing provider, founded in 2001 and 110+ years of combined service in banking and payment processing. Their mission is to set each and every customer up for success. ReliaFund develops cutting-edge payment processing technology and delivers it with a hometown customer support.

ReliaFund recently shifted their workforce to fully remote and needed to provide their employees an easy to use, secure, stable, and streamlined work environment. Secure access to line of business applications and Microsoft Teams for collaboration. ReliaFund also needed to resolve issues with poor audio and video streaming with their current remote implementation. The user experience needed to be the same or better as it is while they are in the office.

## Partner Solution

Beyond Impact was able to design and implement a tailored Microsoft Windows Virtual Desktop (WVD) solution to provide, and in some cases, exceed ReliaFund requirements.

Beyond Impact deployed and scaled virtualized Windows 10 desktops and applications on Microsoft Azure based on the requirements needed by ReliaFund. Connectivity to their on-premise data center was setup using an existing Azure Site-to-Site VPN to provide access to their LOB applications. Remote media optimized instances Microsoft Teams and the MS Office suite were installed. FSLogix was implemented to provide for persistent user profiles. A Backup and Disaster recovery solution was also implemented to protect the newly implemented WVD systems.

## Customer Benefits

ReliaFund remote users now can access Azure Cloud and on-premises resources with the speed that they are accustomed to while in the office. With their software now optimized for the new WVD environment, users now experience optimal collaboration including, Meetings, Chat, Audio and Video calling. The FSLogix technology allows users with persistent desktop profiles now matter where they login from. The new WVD solution provides ReliaFund cost savings, business process efficiencies, and major service improvements.

A major benefit for organizations of WVD is enhanced security. The platform comes with single-sign-on and multi-factor authentication.

*"The attention to detail and hands-on expertise that was provided by Beyond Impact made for a smooth and successful Windows Virtual Desktop implementation"* – Ross F, CISO Executive Vice President

The platform enables remote team members to use either a company device or their own device to access their day-to-day files and applications, which is critical given the current circumstances, particularly with the switch to remote working being so sudden in many cases.