



Enabling Business Continuity with Work from Home solution for one of the Global Business Process Management Company

The unprecedented situation had a huge business impact on a leading Business Process Management company, restricting their workforce' access to workstations and provide services to their customers.

Anunta provided a scalable and cost-effective Microsoft Azure Virtual Desktop (AVD) and Citrix Virtual apps solution that enabled its 3,000+ employees to work from home, ensuring high application availability, high quality voice calling, and secure work environment.



At-a-glance:

Customer: Global Business Process Management Company

Customer Size: 44,000+ employees

Country: India

Industry: Business Process Management

Products and Services: Microsoft AVD



Anunta, Global Business Process Management Company, & Native AVD: Adoption Services

Customer Challenges

The unprecedented situation worldwide due to COVID-19 had an enormous impact on businesses. Currently, ensuring business continuity and responding to market needs while at the same time ensuring employee safety was paramount. Due to the lockdown, the BPM company's workforce was unable to access the delivery centers and provide services to its customers.

It wanted to quickly set-up a "remote working" solution for the contact center and back-office employees that ensures high application availability, high-quality voice calling, and a secure work environment.

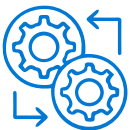
Partner Solution

A Microsoft Certified Service partner, Anunta designed a solution using Microsoft AVD and Citrix Virtual apps for desktop users. It configured the Citrix Virtual Apps and Desktops in Azure for the employees across India and the Philippines.

We provisioned Microsoft AVD environment to the back-office employees and enabled the contact center users to access VDI through Citrix deployed on Azure for taking calls (inbound and outbound). End-to-end encryption was done for inbound and outbound calling. The solution ensured complete isolation between local desktop environment and virtualized desktop environments, eliminating data storage at the user end point.

Customer Benefits

The solution allowed employees to work from home, with high application availability, high quality voice calling, and secure work environment, allowing the business to continue to operate smoothly without any disruptions during this pandemic.



End-to-End Management

Provided a fully managed solution with a comprehensive helpdesk support to enable the employees to work without any business disruptions.



High Application Availability

The employees were able to access the business applications seamlessly. The inbound and outbound call quality was high, allowing the remote working employees to respond to their customer queries without any disruption.



Scalability

The client was easily able to onboard more than 3000+ users within 2 weeks after the solution was implemented.

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Learn More

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