



AZURE VIRTUAL DESKTOP SUCCESS STORY

HOW WE HELPED A GLOBAL INDUSTRIAL PLAYER TO OVERCOME THE COMPLEXITY OF THEIR DESKTOP & APP VIRTUALIZATION PROJECT

A SIMPLE APPROACH IN **2 WEEKS** THROUGH **6 STEPS** FACING **6 CHALLENGES**
TO ENABLE GLOBAL AVAILABILITY OF APPLICATIONS TO CLIENTS & EMPLOYEES

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Executive Summary

Our client, a big industrial player on the global manufacturing market with a cloud-first mentality has been working on a desktop and app virtualization project for 5 years, but they could not overcome the complexity of the virtualization app landscape. Then Covid-19 came in the picture and they needed an instant solution. Challenge accepted!

We had

- **2 weeks,**
- **a limited budget, and**
- **6 challenges to overcome.**

Our standardized programs and plug & play cloud solutions that could be easily integrated in their cloud environment were a perfect fit in a situation with time and cost limitation. The 6 standard

milestones of our Azure Virtual Desktop (AVD) integration pack led the project and enabled a 2 weeks delivery time.

The roadmap is designed to overcome the typical challenges we see that our partners face in a virtualization project:

- **no previous Azure experience,**
- **the diversity of devices** from which AVD was executed and
- **SAP integration** with AVD
- **change management,**
- **remote IT support** provided by the local and global IT teams, and
- **limited budget.**

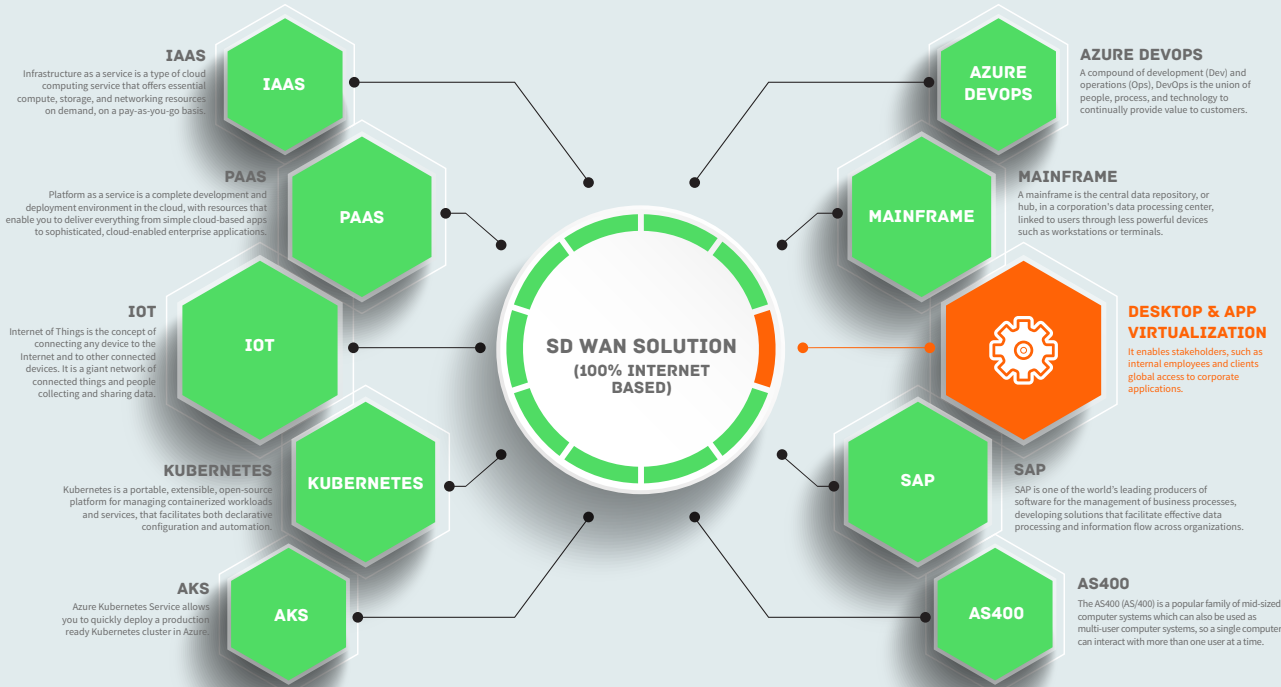
This standard approach based on our experience helped us to easily navigate the client, prepare their teams and deliver a solution just in two weeks.

PROBLEM STATEMENT



A SOPHISTICATED, CLOUD-FIRST IT PLATFORM

WITH A STRUGGLE TO LINK IN DESKTOP & QPP VIRTUALIZATION TO ENABLE SMOOTH GLOBAL ACCESS TO CORPORATE APPLICATIONS



A Complex Virtualization App Landscape

Our international manufacturing player started their cloud journey in Azure 3 years ago with Dexmach. They developed a **sophisticated, cloud-first IT infrastructure** with a lot of components in use: IaaS, PaaS, IoT, Kubernetes, AKS, Azure DevOps,... and moved to a SD WAN solution (100% Internet based) although still using Mainframe, SAP, AS400. But they were missing one important element - a similarly sophisticated desktop and app virtualization application to enable smooth access to corporate applications globally.

For 5 years they have been planning a big virtualization project. The purpose was to give internal employees thin clients and afterwards global availability of the applications. **This project was tried and failed due to the complexity of the application landscape.** Finally, the project was cancelled.

Time Pressure For Implementation

With the COVID crisis they faced serious issue - their virtualization project needed to rocket speed.

There was no more time for exploring and creating business cases, they just had a rough cost estimations. **Their question was: how fast can we enable our people and ensure business continuity?** The challenge was to support the plants from home by the administrative people, including the ones who did not had a company laptop.

They decided just 1 week before the Belgium COVID lockdown:

- more people working from home, without laptop devices need to access corporate resources
- with limited hardware stock (laptops) available
- with a limited number of VPN licenses to support remote connectivity.

AZURE VIRTUAL DESKTOP (AVD) IMPLEMENTATION



What is

Azure Virtual Desktop (AVD)

Scale, security and cost optimization

Azure Virtual Desktop combines the scale, security, and cost benefits of Azure and Microsoft 365 for a secure remote desktop from virtually anywhere. It provides the familiarity and compatibility of Windows with the new scalable multi-session experience for your end users and save costs by using existing eligible Windows licenses. Manage your end-to-end Azure Virtual Desktop deployment alongside other Azure services within the Azure portal.

Features

- **Windows 10 desktops and applications virtually anywhere:** you can set up your environment ready to support work from anywhere on any device
- **Enables you to deploy and scale in minutes**
- **Built-in intelligent security:** secures access with minimum effort for external colleagues and partners
- **Prepares for business disruption** and disaster management
- **Reduces cost using existing licenses:** optimizes your IT spend
- **Microsoft managed back-end for less management** from your side: optimizes your IT operations
- **Cloud insights** on user experience, diagnostics and host performance: gives control of your infrastructure

The 3 Main Use Cases Of Our Customer

For the AVD there were 3 major use cases to support:

- image pool with core apps EN: SAP and limited internal applications
- image pool with core apps FR: SAP and limited web applications
- image pool with “vanilla” version EN: secure RDP access to take-over their local desktop.

Applications remained on physical devices and were accessible with good performance, even with multiple screens.

Additional requirements

Other requirements were:

- secure authentication through multi-factor au-

thentication

- apply company corporate policies (GPO's)
- SAP performance

6 Challenges To Overcome

There were four main challenges identified in the virtualization project that were all successfully managed during the AVD implementation in cooperation with the client:

- **no previous Azure experience,**
- **the diversity of devices** from which AVD was executed and
- **SAP integration** with AVD
- **change management,**
- **remote IT support** provided by the local and global IT teams, and
- **limited budget.**

We made sure that no previous Azure experience was needed for our client so there would be no technical knowledge blockers. DexMach has taken care of the complexity and operations of the AVD environment keeping in mind the diversity of devices from which AVD was executed.

The SAP integration went smooth and brought simplicity to all users with good application performance, that was even better than via VPN.

Change management and remote IT support are never easy to orchestrate and requires commitment to be able to shift the organizational mindset and prepare every team. At DexMach we have years of field experience with change management at all stages at a cloud journey, hence we were able to provide efficient support to our client to prepare their teams through fast communication, expert workshops and knowledge transfer.

Additionally, AVD features like the Microsoft managed back-end, built-in intelligent security, the simplicity of creating, deploying and managing user profiles, and instant cloud insights free up significant amount of time for the IT teams and ensure they can focus more on support tasks in the initial phase.

Budget limitation always create some challenges, but our client did not have to pay additional license costs, as they were already included in current contracts (VDI licenses of failed virtualization project).



The implementation Process

In only 2 weeks, together with DexMach, the AVD platform was made operational and ready for all users to connect and continue their daily work. After the first weekend they could already allow test users on the platform and after the first week the platform was production ready to onboard all needed users. (scalable to 1000 users, on average 250 concurrent users).

Meanwhile VPN capacity was also enhanced by implementing an appliance in Azure for 750 additional concurrent users.



2 weeks

- 1 KICK-OFF
- 2 DEFINE LANDING ZONE
- 3 PREPARE USER ENVIRONMENT
- 4 AUTOMATE
- 5 SET UP AVD ENVIRONMENT
- 6 OPTIMIZE

1

KICK-OFF

AVD SOLUTION & KICK-OFF WORKSHOPS

- **Workshop:** Kick-off
- **Workshop:** Design And AVD Profiles
- Architecture Review & Validation Of Cloud Environment

WE STARTED WITH MAPPING CUSTOMER AMBITIONS AND ENVIRONMENT



START

2

DEFINE LANDING ZONE

LANDING ZONE WORKSHOPS

- **Workshop:** Cloud Connectivity Configuration
- **Workshop:** Cloud Identity Implementation

THEN WE MADE SURE THAT THERE IS AN OPTIMAL FOUNDATION

3

PREPARE USER ENVIRONMENT

IMAGE & USER ENVIRONMENT CONFIGURATION

- **Workshop:** AVD Image Creation
- Assistance And Configuration: AVD Image Creation
- Image Lifecycle Management
- AVD Baseline GPO Configuration

WE ALSO MADE SOME PREPARATIONS IN THE CUSTOMER ENVIRONMENT



4

AUTOMATE

DEVOPS DEPLOYMENT AND CONFIGURATION

- **Workshop:** AVD Deployment Automation (Arm-terraforms)
- Configuration: AVD Automation Environment
- **Workshop:** Create Customer AVD Tenant & Host Pool
- Assistance And Configuration: Create AVD Tenant & Host Pool

THEN WE COULD START TO AUTOMATE TO OPTIMIZE OPERATIONS AND COSTS

5

SET UP AVD ENVIRONMENT

AVD ENVIRONMENT CONFIGURATION

- Configuration: AVD Auto-scaling
- **Workshop:** Cloud Security & Monitoring
- Guide: AVD Operations

AND WE SET UP THE AVD ENVIRONMENT TAILORED FOR THE CUSTOMER

6

OPTIMIZE

AVD VALIDATION TESTING & FINE-TUNING

- Guide: Avd Configuration
- UAT Testing And Validation
- Fine-tuning Based On UAT Feedback
- **Workshop:** Validation And Hand-over
- Agile Project Management

FINALLY, WE TESTED AND FINETUNED TO DELIVER A FULLY OPTIMIZED SOLUTION

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