Case Study | Evros Technology Group

Flexxible IT
Ready-to-use virtual workspaces

"Flexxible IT allows us to monitor the performance of our DaaS platform more proactively, which helps us to meet our service level agreements and deliver an exceptional desktop service for our customers."

DANNY MCENTEE | OPERATIONS MANAGER | *EVROS*

evros
fresh thinking

Evros Technology Group, Ireland's largest provider of cloud and managed IT services, delivers secure, high performance Desktop as a Service solutions using Flexxible | SmartWorkspaces. The company can deploy desktops and deliver its services to customers in a more efficient and cost effective manner, while providing globally dispersed customers with a self-service portal, allowing them to manage their own desktops.

Situation

Evros Technology Group already delivered a range of successful cloud services for customers, under the brand name of Digital Planet, and wanted to expand its offerings with a Desktop as a Service (DaaS) solution. It started to build a virtualized platform for DaaS, using Citrix XenApp, but encountered a number of performance and security issues. Customers who tested pilot versions of the solution also commented on the need for self-service functions to allow them to enable and disable desktops themselves.

Solution

After evaluating a number of potential solutions, Evros selected Flexxible IT as the company offers a complete, out of the box multi-tenant solution for Citrix environments. Evros particularly appreciated Flexxible IT's network topology, which ensures the necessary level of security when setting up a multi-tenant DaaS environment with Citrix XenDesktop. "Flexxible IT provides the entire stack – the software, infrastructure and services," says Danny McEntee, Operations Manager at Evros. "It is a full solution with support."

Benefits in Brief ┈┈┈➔

• **An easy-to-manage, multi-tenant solution for DaaS with customizable reporting**

• **Self-service functionality for DaaS customers**

• **50% faster roll out of desktops for new customers**

• **High performance desktops The ability to grow the DaaS platform profitably**

Benefits in Detail

Simple, secure delivery of DaaS

The deployment of a Flexxible|SmartWorkspaces solution has enabled Evros to overcome its initial issues and go to market with a secure, high performance and flexible DaaS offering. Easy to manage, the multi-tenant solution has in-built reporting capabilities that allow Evros to easily track usage by customer and gain accurate data for customer billing, management reporting and future planning.

Self-service functionality for customers

Significantly, Evros can now meet customer demand for self-service functionality, using the Flexxible IT Management Console. Even customers with little or no IT expertise can easily enable or disable desktops when employees join or leave, in one or two easy steps. *"It gives our customers a lot of comfort to know that they can manage their desktops themselves,"* McEntee says. *"Having a self-service portal is a big differentiator for our DaaS solution and gives us a strong competitive advantage in our market."*

50% faster roll-out of new desktops

The automated functions provided by the Flexxible|SmartWorkspaces solution save a considerable amount of time for Evros, enabling the business to deliver efficient customer services. *"We can have a new customer up and running within a day,"* says McEntee. *"Flexxible IT has reduced our set-up time by 50% at least, enabling us to provision desktops for new customers very quickly."*

Danny McEntree | Operations Manager at Evros **|**

Consistently good end user experience

End users, with a global footprint across Europe, the United States and Australia, now enjoy consistent, high performance from their desktops, whether they are using Microsoft Office or customised industry applications. McEntee explains: *"Flexxible IT allows us to manage the performance of our DaaS platform more proactively, which helps us to meet our service level agreements and deliver an exceptional desktop service for our customers."*

Profitable business growth

The Flexxible|SmartWorkspaces solution is so easy to use that it will play a key role in enabling Evros to grow its DaaS solution profitably. *"As we scale up our business to thousands of DaaS users, we won't need to increase the number of highly skilled Citrix resources to grow our environment and support more desktops,"* McEntee predicts. *"Over 95% of user requests and issues can be resolved quickly and easily using Flexxible IT, which lowers our DaaS delivery costs."*

Components of the Desktop as a Service infrastructure at Evros include:

- Flexxible|SmartWorkspaces
- Citrix XenDesktop & XenApp*
- Citrix NetScaler
- HPE BladeSystem C7000 Enclosure
- HPE Proliant BL460 Blade Servers
- HPE 3PAR Storage
- Cisco Nexus Core Network
- Cisco ASR Edge Routers
- Palo Alto Firewalls
- VMware vSphere Hypervisor
- Veeam Backup
- Zerto DR Replication
- Symantec Endpoint Protection
- Microsoft Service Provider Licensing
- Microsoft Cloud Solution Provider Office365 & Azure Licensing

*XenApp and XenDesktop are now known as Citrix Virtual Apps and Desktops.
https://www.citrix.com/about/citrix-product-guide/

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